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POSTAL REGULATORY COMMISSION

FIELD HEARING POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY
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ORIGINAL

September 23, 2009
1:00 p.m.

O'Hare Hall
Rose Hill Campus
Fordham University
441 East Fordham Road
Bronx, New York

BEFORE: PRC COMMISSIONERS

RUTH Y. GOLDWAY, Chairman

MARK ACTON, Commissioner

DAN G. BLAIR, Commissioner

TONY HAMMOND, Commissioner

Reported by:

Nancy R. Sullivan

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Witnesses

Panel 1:

JEFFREY D. KLEIN
New York State Senator, 34th District

AURELIA GREENE
Deputy Bronx Borough President

FERNANDO P. TIRADO
District Manager, Bronx Community Board 7
Bronx, New York

WILLIAM GRYGUS
Postmaster, U.S. Postal Service
Ringwood, New Jersey

WENDY SMITH
Assistant Vice President, Fulfillment and Postal
Affairs Publisher's Clearing House
Port Washington, New York

ANNELEN MADIGAN
Rosehill Housing Management Corp.
Bronx, New York

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Witnesses

Panel 2:

RICHARD DOHERTY, President
Association of Independent Colleges and Universities
in Massachusetts (AICUM)

NAVY COMMANDER BRIAN GEORGE
Joint Military Postal Activity-Atlantic
Military Postal Service Agency, U.S.
Postal Service International Service Center
Newark, New Jersey

CLARICE TORRENCE
President, New York Metro Area, American Postal
Workers Union
New York, New York

JOHN VINCENZI
President, National Association of Postal Supervisors,
Branch 459, Bronx, New York

LARRY CIRELLI
National Business Agent for Connecticut, New Jersey,
New York, Puerto Rico and the Virgin Islands
National Association of Letter Carriers

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2 CHAIRMAN GOLDWAY: Good afternoon,
3 ladies and gentlemen. I would like to call
4 our meeting to order. We have a long
5 agenda, and I am hoping that we can be sure
6 to hear everyone and give everyone an
7 opportunity for questions, I am going to
8 begin promptly, although I see there are a
9 few more people still coming into the room.
10 Welcome again.

11 My name is Ruth Goldway, and I am the
12 chair of the Postal Regulatory Commission,
13 based in Washington, D.C. I and my fellow
14 commissioners at the dais welcome all of
15 you here today. It is a pleasure to be at
16 Fordham University in The Bronx and to hold
17 this special field hearing for the
18 Commission to review the potential closings
19 of stations and branches from a proposal
20 presented to us by the United States Postal
21 Service.

22 Last week the Commission held a
23 similar hearing to this in Independence,
24 Ohio, a community with 9,000 people on the
25 suburban rim of the City of Cleveland. It

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2 was a productive and enlightening meeting,
3 and we look forward to a more compelling
4 hearing today.

5 First I want to express the
6 Commission's appreciations to the citizens
7 of New York City, the residents of The
8 Bronx, and the terrific staff here at
9 Fordham University for the hospitality we
10 have received and their generous offer to
11 allow us to use this splendid facility for
12 today's hearings. In particular, I would
13 like to thank Joseph Muriana, who is
14 Fordham's Associate Vice President for
15 Urban and Governmental Affairs. He was
16 instrumental in making these arrangements.

17 Fordham University has an
18 international reputation and it is growing
19 all the time in prominence. We, in the
20 postal community, have a special place for
21 Fordham University in our point of view
22 because it is the alma mater of the
23 Postmaster General of the United States,
24 Jack Potter. The Commission would also
25 like to give its special appreciation to

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2 Congressman Jose Serrano and his staff for
3 their assistance in preparing this hearing.
4 Congressman Serrano is a dedicated advocate
5 on behalf of the citizens of his district
6 for postal service, and we have had a
7 longstanding relationship with him.

8 I want to give a special thank you to
9 Congressman Serrano's chief of staff, Paul
10 Lipson, who is here today. Thank you for
11 your help, Paul. Paul and I share a
12 special bond because we are both alumni of
13 the Bronx High School of Science. Coming
14 to the Bronx for me has special meaning,
15 therefore. I spent four years riding the D
16 train on the west side up to the Grand
17 Concourse. When I got to college, it was
18 easy compared to going to Bronx Science. I
19 really feel my formative years were there.
20 I remember parties in Van Cortlandt Park
21 and sneaking out after school and going to
22 the Cloisters, and my brother-in-law lived
23 on Mosholu Parkway, and even though I am a
24 loyal Brooklyn Dodger fan, I actually admit
25 the Yankees are pretty special. The exotic

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2 creatures who are here right next to us at
3 the Bronx Zoo and the New York Botanical
4 Gardens are worth mentioning too. This is
5 really a special part of the world where we
6 are.

7 The Bronx is a vital part of the urban
8 American landscape. It is a place where
9 1.4 million people live and work and play
10 and raise their families, where generations
11 of immigrants and working people of all
12 classes share the American dream. I
13 believe it is a perfect place for the
14 Commission to hold this field hearing on
15 the possible changes in postal services and
16 the impact that could have on local
17 communities and the mail system itself.
18 Everyone knows their letter carrier and
19 knows about the post offices.

20 You may not be familiar with us. The
21 Postal Regulatory Commission is an
22 independent agency established by Congress
23 to regulate the Postal Service. We have
24 the responsibility to oversee the Postal
25 Service with regard to rate-setting,

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2 universal service and service and
3 performance and to the overall
4 transparency and accountability of the
5 Postal Service to the American people.

6 The day-to-day operation of the
7 management of the Postal Service, however,
8 is the responsibility of the Postmaster
9 General and his management team. On July
10 2nd of this year, the Postal Service
11 advised the Commission that it would be
12 looking at a group of approximately 3,200,
13 later expanded to 3,600 postal stations and
14 branches in urban and suburban areas
15 nationwide for possible closure.

16 In view of the implications this
17 action would have to service nationwide,
18 the Postal Service is required to seek an
19 advisory opinion from our commission. The
20 Commission established a formal proceeding,
21 docket N-2009-1, to gain information and to
22 provide the public the opportunity to be
23 heard on the Postal Services proposal and
24 to explore the underlying issues and
25 details of the service proposal.

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2 This field hearing is being held to
3 make it easier for the public to give input
4 into the process and to ground the
5 Commission's deliberations in the real life
6 experiences of the citizens we represent as
7 we formulate our advisory opinion. As of
8 this week, the Postal Service has made
9 public a little over 400 stations and
10 branches nationwide that are under active
11 review for possible closure. This list
12 includes 26 offices located in the State of
13 New York, and seven of those are here in
14 The Bronx.

15 We have a map of the City of New York
16 here designating some of the offices that
17 are potentially for closing. We also have
18 a map of the area around Boston,
19 Massachusetts because we have a
20 representative from Boston who will be
21 speaking about potential closures there.

22 From among the 3,600 post offices
23 that -- Postal Service say qualify for
24 analysis for potential closure, there is
25 the potential for other offices other than

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2 the 400 to be added to the list in the
3 future. The Postal Service explains that
4 it is taking this action to close post
5 offices because it has experienced historic
6 declines in mail volume, largely due to the
7 recession and is facing significant
8 financial losses this year and for the
9 foreseeable future.

10 The Postal Service has the
11 responsibility to serve every citizen,
12 household and business throughout America
13 and it remains far and away the world's
14 largest mail service provider, with
15 expected mail volume this year of
16 approximately 175 billion pieces.

17 This hearing provides a critical forum
18 for public input as the Postal Service
19 seeks, under difficult circumstances, to
20 find the right balance between service and
21 cost control.

22 I want to emphasize the importance of
23 the public scrutiny that the Commission
24 provides as we all look at this concerned
25 issue. Citizen participation is the

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2 cornerstone of any good government
3 regulatory program. Already as a result of
4 our inquiries and press coverage and public
5 concern, the Postal Service has clarified
6 its plans. They will have no action taken
7 on any closure until October 2nd at the
8 earliest, and it has reduced the first
9 level of closure reviews from over 700 to
10 400.

11 The testimony that is provided by our
12 witnesses today will help educate and
13 inform the Commission as we continue our
14 study of the Postal Service's proposal, and
15 it will help the Postal Service directly in
16 its further planning.

17 I sincerely appreciate the many
18 witnesses' willingness to be here today and
19 to add to the Commission's record on this
20 important issue.

21 I want to indicate as well that even
22 though we do have eleven witnesses
23 scheduled to testify, which is a lot for
24 the three hours, we will try to make some
25 time available at the close of the meeting

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2 so that those people in the audience who
3 are interested can make a public statement
4 of up to three minutes. And please be
5 sure, if you are in the audience, to let us
6 know that as soon as the formal proceedings
7 are over.

8 On behalf of my fellow commissioners,
9 I would like to welcome our witnesses. The
10 first panel is composed of State Senator
11 Jeffrey Klein from New York. Due to his
12 schedule, he will be joining us during the
13 hearing.

14 Next we have Deputy Borough President
15 Aurelia Greene of the Bronx. Then we have
16 Fernando Tirado, District Manager of Bronx
17 Community Board 7. For the Postal Service,
18 we have William Grygus, Postmaster of
19 Ringwood, New Jersey, where my nephew
20 lives, and he will be followed by Wendy
21 Smith, Assistant Vice President of
22 Fulfillment and Postal Affairs of the
23 Publishers Clearing House. Wendy is also a
24 member of the executive committee of the
25 Parcel Shippers Association. And finally

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2 we are pleased to have with us Annelen
3 Madigan. She is the Director of Social
4 Services for the Rose Hill Housing
5 Management Corporation.

6 Before I begin, I would like to offer
7 my fellow commissioners an opportunity to
8 introduce themselves and to say a few
9 words.

10 COMMISSIONER BLAIR: Thank you,
11 Chairman Goldway. I appreciate this chance
12 to be in the Bronx today. I want to thank
13 Fordham University for their time and
14 hospitality and also Congressman Serrano's
15 office for helping us put together this
16 hearing. I also appreciate the witnesses'
17 ability and willingness to testify and give
18 us some good feedback today and for
19 discussion about these very important
20 policy issues.

21 Individual postal facilities, stations
22 and branches are the face of the federal
23 government in many communities. What I
24 would like to hear from the witnesses today
25 is the extent to which you see any kind of

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2 difference between a post office station
3 and branch because the closing procedures
4 for branches and stations are different
5 than those from post offices. I think the
6 post office has a reason for distinguishing
7 them.

8 Does the public? And if the public
9 does or doesn't, that's something that I
10 would like to see as I formulate what my
11 opinions will be on making recommendations
12 to the Postal Service.

13 Some have also said that the closure
14 of the postal facility in some distressed
15 communities is the death knell for that
16 community. We heard that last week in
17 Ohio, and I would appreciate to hear your
18 thoughts on that as well. One of my
19 questions is what responsibilities does the
20 Postal Service have when it is really the
21 office of the last remaining retail outlet
22 in these communities, and what
23 responsibilities does the Postal Service
24 have to the community.

25 And I would be interested in hearing

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2 more about that. The reasons for asking
3 these questions is that these closings are
4 often emotional decisions but can have a
5 very wrong path, and the purpose of the PRC
6 visit today isn't to decide the merits of
7 the individual closings, as the chairman
8 said, but to look at the process by which
9 the Postal Service makes and informs its
10 customers of its decisions. We hope this
11 is transparent. We hope that the process
12 has some form of accountability in it.

13 Now, I am also interested in knowing
14 what your thoughts are and what kind of
15 criteria should be invoked when the Postal
16 Service begins this sort of hearing, so I
17 look forward to today's witnesses. I think
18 this is a very important public policy
19 issue before the Commission today. As I
20 said earlier, my view is that the Postal
21 Service oftentimes serves as the face of
22 the federal government in communities where
23 it doesn't provide a lot of services.

24 So with that in mind, I look forward
25 to your testimony.

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2 CHAIRMAN GOLDWAY: Commissioner

3 Hammond.

4 COMMISSIONER HAMMOND: Yes, I want to
5 thank the Chairman for calling this
6 hearing, and I especially want to thank our
7 friends at Fordham for taking such good
8 care of us today. I am pleased to see the
9 interest that has been shown in the field
10 hearings, both this one and last week's.
11 Obviously the more participation we have,
12 the better information that we are going to
13 get, so thank you all for your involvement
14 and your participation. In particular, I
15 look forward to hearing any specific advice
16 or recommendations that you all have for
17 improving the Postal Service's process that
18 it uses for stations and branches review
19 for possible closure, consolidation. And
20 with that, I will just keep my statement
21 short. Thank you.

22 COMMISSIONER ACTON: Thank you,
23 Chairwoman Goldway. I am Commissioner Mark
24 Acton. I want to thank the witnesses for
25 their time and testimony and to express

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2 that it is really great to be back in New
3 York City for a visit and to The Bronx for
4 the first time.

5 CHAIRMAN GOLDWAY: With that welcome,
6 I think we will get down to work, and if I
7 could ask Deputy Bureau President Aurelia
8 Greene to begin. Thank you.

9 MS. GREENE: Thank you. And first of
10 all, let me start out by welcoming all of
11 you to The Bronx. This is the growing
12 borough of the City of New York, and we are
13 very glad that you chose The Bronx to have
14 this hearing, so we welcome you very
15 warmly.

16 Good afternoon. My name is Aurelia
17 Greene, and I am the Deputy Borough
18 President of the Bronx and I am here today
19 to express the views of the Bronx Borough
20 President Ruben Diaz, Jr., and the
21 1.4 million residents of the Bronx.

22 We are deeply concerned about the news
23 that the United States Postal Service is
24 considering the elimination of seven post
25 office facilities in The Bronx, amounting

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2 to 17 percent of all the post offices in
3 the county. These closures run counter to
4 the population increases experienced in
5 Bronx County over the last 15 years, which
6 amounted to an 11 percent increase from
7 1990 to 2000, and another 4.4 percent
8 through 2008 for an additional 59,253
9 people.

10 Every post office is the heart of the
11 neighborhood. So Commissioner Blair, when
12 you talk about what you were told, that it
13 would be the death knell for a community,
14 we regard these post offices as the
15 lifeblood of our communities. And perhaps
16 the defining center of a neighborhood, the
17 way they are to villages and towns across
18 the country. They provide more than
19 services and points from which to
20 distribute letters and packages.

21 The urban area known as The Bronx is
22 densely developed as a pedestrian-centered
23 conglomerate of many villages, known
24 locally as neighborhoods, whose very
25 essence is defined by the presence of

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2 institutions such as the transit station,
3 the post office, the local police precinct
4 and clusters of retail development. Of all
5 the ingredients of a neighborhood, the post
6 office is one of the most relevant
7 communities to the local citizen. It is
8 not only a service location for the
9 distribution of mail but the most local
10 representation of the government and how it
11 serves the people.

12 In a pedestrian environment such as
13 the Bronx, the post office is used by
14 virtually every citizen from the oldest to
15 the youngest and from the richest to the
16 poorest. All stand in line in the lobby of
17 the post office to meet their most routine
18 postal needs and the conveyance of
19 important documents. We should recognize
20 that the purchase of postal money orders is
21 one of the most important financial
22 services available to our poorest neighbors
23 who depend on them for paying the monthly
24 rent and other bills. And they generally
25 arrive there on foot, traveling from their

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2 homes or businesses, as such a trip to the
3 post office of any great length would
4 become a great hardship.

5 And I must share with you at this
6 point at our borough service cabinet
7 meeting for the borough that was a big part
8 of the testimony in opposition to the
9 closures because people felt that it was
10 too far for many of our seniors to walk to
11 a postal facility some distance away.

12 Six of the proposed locations for
13 closure are approximately a half a mile or
14 more away from the nearest other postal
15 office, further exacerbating the hardship
16 people and businesses experience in their
17 travel to retrieve mail and purchase other
18 services on a daily basis. The closure of
19 Melcourt also ignores the redevelopment of
20 the Melrose Commons area, which has seen
21 the construction of over 3,000 new housing
22 units over the last few years, as well as
23 the construction of the new Boricua College
24 Campus. The closure of the Crotona office
25 would leave the vast Boston Road

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2 north-south corridor from East 167th Street
3 to Bronx Park South without a postal outlet
4 in one of the most historically noted and
5 resurgent areas of The Bronx. The Hillside
6 station area would represent the most
7 egregious hardship, as this facility is
8 even further away than a half a mile from
9 any other outlet.

10 We therefore strongly request that the
11 Postal Service reconsider closing any of
12 the seven proposed outlets in the borough.

13 I do want to add that I do have a
14 letter here for Chairperson Goldway from
15 the Borough President signed on by the
16 Honorable Elliot Engel and the Honorable
17 Joseph Crowley, who are also concerned
18 about these closures. So if you will give
19 me the opportunity, I will come forth and
20 give these to you. You will be hearing
21 more also, because sitting next to me is
22 the District Manager of Community Board 7,
23 and he will continue to tell you more about
24 our objections to these closures. Thank
25 you.

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2 CHAIRMAN GOLDWAY: Thank you,
3 Ms. Greene, now that you have referenced
4 those letters, they will automatically be
5 put in the record, in addition to your
6 testimony. You helped me by introducing
7 our next witness, Mr. Tirado, to begin.

8 MR. TIRADO: Thank you. Good
9 afternoon, Chairman Goldway, members of the
10 Postal Regulatory Commission and community
11 residents, welcome again to Fordham
12 University in The Bronx.

13 I want to start off by saying on
14 behalf of the residents of Bronx Community
15 District 7 and particularly those in the
16 Bedford Park area, I am here to urge the
17 Postal Regulatory Commission against the
18 proposed closing of the Botanical Gardens
19 Post Office station, located at 2963
20 Webster Avenue. It is my understanding
21 that this station was identified for
22 closure due to reported underutilization
23 and as a way to optimize the postal retail
24 network by consolidating the operation into
25 another facility.

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2 My office has received nothing but
3 criticism from local residents who will be
4 impacted by this proposal.

5 I was present at a meeting with the
6 Borough President's Office where several
7 hundred petitions requesting that this
8 station remain open were dropped off. I
9 find it incredulous that the United States
10 Postal Service recommends closing this
11 station, given the neighborhood's
12 population density. Community Board 7 has
13 a high population density, the third
14 highest district in the borough, as per the
15 2000 census, with a very large elderly
16 population, including two senior centers
17 and three senior citizen housing complexes
18 nearby. For these seniors, who are mostly
19 on a fixed income and often have limited
20 means to travel, this station is the only
21 viable source for their postal services.

22 I would also like to bring to the
23 attention of the Commission that the
24 community board recently proposed to the
25 Department of City Planning to raise the

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2 zoning on Webster Avenue to meet the
3 growing need for more housing and
4 commercial space. This proposal allows for
5 new multi-story development on Webster
6 Avenue, particularly at Bedford Park
7 Boulevard, which will create an even
8 greater demand for this station's services.

9 This information was only recently
10 conveyed to the Bronx Postmaster directly
11 at the Borough President's meeting earlier
12 this month.

13 It is my belief that had there been an
14 effort by the Postal Service to communicate
15 directly with the community board, this
16 information would have at least led to a
17 more informed decision and possibly spare
18 this station from being considered for
19 closing.

20 Closing this station would most likely
21 force the constituents to use the Fordham
22 station, near Third Avenue, which has been
23 reported to me as being severely
24 overcrowded on a frequent basis. I have
25 received many complaints from residents in

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2 the past who had to use this station of
3 poor quality service, a problem that will
4 only be further exacerbated by the closing
5 of the Botanical Garden Station.

6 At a recent meeting with the
7 Postmaster, she recommended that if
8 residents cannot get to the Fordham
9 Station, that they utilize the Internet to
10 access some of the USPS services. This is
11 a highly unrealistic proposal, considering
12 that low-income populations, such as in
13 Bedford Park, are the least likely to use
14 the Internet, due to limited disposable
15 income to purchase Internet access, let
16 alone utilize a web-based service.

17 Finally, I have been made aware that
18 if the USPS does decide to close this
19 station, they would still be required to
20 pay the remainder of their lease to the
21 property owner, which is approximately six
22 years. If the USPS does not intend to lay
23 off staff as they reported to the Deputy
24 Borough President, and are still required
25 to pay their lease, I fail to see what

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2 significant cost savings they will accrue
3 by closing this station, as personnel and
4 rent are the two big ticket items that
5 justify cutting expenditures. This
6 draconian approach to balancing the budget
7 does not lead to any real cost savings. It
8 only further alienates the residents the
9 United States Postal Service is supposed to
10 serve.

11 On behalf of the residents of Bedford
12 Park, I am reaching out to your office for
13 assistance in preventing the closing of
14 this station, based on the reasons provided
15 above. I wish to thank you again for
16 allowing me to present the community's case
17 before you today.

18 CHAIRMAN GOLDWAY: Thank you, Mr.
19 Tirado. I appreciate the specificity of
20 your comments.

21 The next participant is from the
22 Postal Service, William Grygus.

23 MR. GRYUS: Good afternoon, Madam
24 Chair and City Commissioners. I truly want
25 to thank you for the opportunity to speak

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2 before you today on clearly what is a very
3 important issue called the Postal Service
4 and our customers. And, Chairman Goldway,
5 I am sure you are saying, having knowledge
6 of everything, what's he doing here? So
7 hopefully I can answer that question.

8 My name is William Grygus, and I have
9 been Postmaster of Ringwood, New Jersey
10 since 2001. The Post Office is located at
11 130 Skyline Drive in the Borough of
12 Ringwood, in Passaic County, in the 07456
13 ZIP Code. For postal administrative
14 purposes, I work in the Northern New Jersey
15 District.

16 The service area of the Northern New
17 Jersey District consists of the following
18 3-digit ZIP Code areas: 070 to 076, 078 to
19 079 and 088 to 089. We provide retail,
20 delivery and many other services to
21 approximately 5.3 million customers and
22 1.9 million delivery points, operating
23 through a retail network that includes 259
24 Post Offices and 140 stations and branches.
25 The district also sells stamps through more

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2 than 800 consignees that customers
3 routinely visit, such as groceries, drug
4 stores, banks and office supply vendors.
5 Eleven contract postal units provide
6 customers access to most retail services,
7 while 16 approved shippers assist customers
8 with entry of properly prepared mail.

9 As Postmaster of the Ringwood Post
10 Office since 2001, I am responsible for the
11 postal retail and delivery services
12 provided to a population of about 12,500
13 residents through 4,500 delivery points,
14 served by ten carrier routes. We provide
15 our retail window service Monday through
16 Friday from 8:30 to 5:00 p.m. and 8:30 to
17 12:30 on Saturdays. We are very proud of
18 the service that we provide our customers;
19 we have won the 5 Star Customer
20 Satisfaction Management residential and
21 small business scores compiled by the
22 Gallup Organization. We are currently one
23 of only ten offices in the Northern New
24 Jersey District that has been in the
25 running for the Diamond Award.

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2 I have been employed by the Postal
3 Service since 1978. I began my career as a
4 clerk/carrier and ascended to the
5 management ranks in 1984, becoming
6 Postmaster of the Wanaque Post Office in
7 1986. From 1998 through 2001, I was
8 detailed to the District as Manager
9 Administrative Services. My principal
10 responsibilities were to oversee all
11 purchases, repairs, alterations and lease
12 renewals for all postal facilities,
13 including Post Offices, stations, branches,
14 vehicle maintenance facilities, carrier
15 annexes and other various facility types.
16 I also supervised new facility planning and
17 implementation from design to approval
18 through to completion. As a Facility
19 Coordinator between 2005 and 2008, I served
20 as a liaison for the Northern New Jersey
21 and the New York Facilities Service Office
22 Hoboken, NJ, which is responsible for
23 various facility management functions. In
24 that capacity, I attended discontinuance
25 review training in Washington, D.C. and

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2 served as the Post Office Review

3 Coordinator for the Northern New Jersey

4 District.

5 While I am not involved, I am aware
6 that the Postal Regulatory Commission is
7 reviewing a request by the Postal Service
8 for an advisory opinion regarding the
9 Station and Branch Optimization and

10 Consolidation initiative. I am informed
11 that four retail stations in the Northern
12 New Jersey District were still under

13 consideration for discontinuance earlier
14 this month. I have no information to

15 provide on their status today other than
16 that the District has distributed

17 questionnaires and conducted customer
18 meetings. Customer input will be carefully
19 reviewed before making any recommendations.

20 I am told that the Commission is interested
21 in the discontinuance review process that
22 the Postal Service applies to stations and
23 branches, which differs from the process for
24 closing Post Offices. I understand that
25 there is a legal disagreement between the

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2 two agencies regarding whether the Post
3 Office closing process should apply to
4 stations and that the matter is the subject
5 of a legislative proposal before the United
6 States House of Representatives. I am not
7 qualified to address any of the legal or
8 legislative issues that relate to the
9 difference between the Post Office and the
10 station and branch discontinuance
11 processes, or the conflicting views of the
12 Postal Service and the Commission. I leave
13 those matters for Postal Service
14 Headquarters, the Commission and the
15 Congress to work out. As the
16 Discontinuance Coordinator for the Northern
17 New Jersey District from 2005 to 2008, my
18 responsibility was to implement that
19 process in Postal Service PO-1-1 that
20 Postal Service Headquarters defines for
21 stations and branches.

22 I am here for two reasons. The first
23 is to share my understanding of the broad
24 responsibilities undertaken by a
25 multi-facility Post Office and the

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2 different roles played by subordinate
3 stations and branches in the postal retail
4 network. Second, I am informed that the
5 Commission's decision to hold today's
6 hearing in this location was influenced in
7 part by its interest in two pre-SPOC NNJD
8 station closures, one in Elizabeth and the
9 other in Jersey City. Accordingly,
10 although discontinuance review for the NNJD
11 is now in the hands of my successors in the
12 district office, I will briefly summarize
13 those two decisions and the process we
14 employed to make them. I am told that
15 copies of the postal records supporting
16 these decisions are being filed with the
17 Commission later this week in Docket No.
18 N2009-1. Accordingly, I trust that the
19 Commission will consult the full record in
20 each case for a more granular understanding
21 of those studies that I could present here
22 today.

23 I want to speak a little bit about
24 Post Offices and station branches. A Post
25 Office is established and maintained at a

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2 location deemed necessary to provide a full
3 range of postal services and ensure they
4 are available to all customers within the
5 boundaries of a specified geographic
6 service area or community defined by the
7 Postal Service. There are currently about
8 27,200 Post Offices responsible for serving
9 the United States. Stations and branches
10 are subordinate units located within the
11 service area of a Post Office to provide
12 none or more services at sites more
13 convenient to customers in its service
14 area. Stations are located within the
15 corporate limits of the city or town in
16 which the Post Office is located while
17 branches are not. Branches are located
18 outside the corporate limits of the city or
19 town in which the main Post Office is
20 located. There are approximately 4,800
21 stations and branches in the domestic
22 service area.

23 Stations and branches are established
24 to support the retail and delivery
25 functions of a Post Office. They support

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2 the retail function by extending the
3 availability of window service to
4 additional locations in the community for
5 which a Post Office is responsible. Some
6 stations or branches may include bulk mail
7 entry units for commercial customers. By
8 distributing carrier operations to
9 subordinate stations and branches, Post
10 Offices can arrange for letter carriers to
11 begin and end their routes closer to the
12 addresses they serve, reducing the mileage
13 and time needed to travel to and from the
14 route. Over time the number and location
15 of subordinate stations and branches in a
16 Post Office service area may change in
17 response to changes in mail volume and
18 delivery points.

19 By definition, every station or branch
20 provides at least some retail services.
21 Many do not provide a full range of
22 services. Usually this means the familiar
23 retail counter, although many stations and
24 branches do not provide the full range of
25 retail services. Post Office box service

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2 is perhaps the most common service that may
3 be absent. Money orders, passports,
4 general delivery, address verification,
5 electronic services and other retail
6 options may be absent in a given station or
7 branch, and hours of operation can be more
8 limited.

9 As with other retail experiences,
10 customers generally understand that some
11 postal retail locations may be
12 "full-service" and others may not be. In
13 my experience, the distinction between a
14 Post Office and a station and branch is one
15 that many customers understand at some
16 level.

17 However, the fact that the most common
18 postal retail transactions can be
19 consummated at Post Offices, station
20 branches and contract units often blurs the
21 distinction between these facilities in the
22 eyes of the casual retail postal customer.
23 To many people, a "post office" is any
24 postal retail outlet where they get most of
25 their particular postal needs met, whether

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2 it happens to be closest to where they
3 reside, shop or work, and irrespective of
4 whether it is a full-service Post Office,
5 the most basic station or branch or a even
6 a contract postal unit.

7 In summary, stations and branches can
8 be thought of as auxiliary units of a main
9 Post Office. The establishment, relocation
10 and closing of stations and branches
11 facilitate the accommodation of customer
12 needs that vary throughout a Post Office's
13 service area and which inevitably change
14 over time. Their relative ease of
15 establishment and removal enable the Postal
16 Service to respond to customer needs
17 quickly and efficiently.

18 I was the discontinuance coordinator
19 for the studies of the Elizabeth Wharton
20 New Jersey station and general BF station
21 in Jersey City. Each of them was
22 surrounded by nearby postal retail
23 facilities and consignment units. Both
24 were unable to offer compliant access to
25 retail services and suffered from neglect

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2 by their landlords as the end points of
3 their lease terms approached. Retail
4 traffic was either decreasing or minor,
5 when compared with nearby facilities. One
6 of them also presented security and safety
7 concerns for customers and employees.

8 We reached out to customers of both
9 facilities, who encouraged them to provide
10 the Postal Service with critical feedback
11 regarding the plans to discontinue each.
12 In both discontinuance studies, we provide
13 all delivery customers and any interested
14 visitors to retail counters the opportunity
15 to fill out questionnaires, and many did
16 so.

17 In both facilities, we could provide
18 Post Office box service in nearby
19 facilities, and we judged that retail
20 service could also be absorbed by nearby
21 facilities and the growing use of alternate
22 access, such as telephone, fax and Internet
23 stamp purchases and access to retail
24 services.

25 I thank you for the opportunity to

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2 share my experience with you commissioners,
3 and I will try to answer any questions that
4 you may have. Should I be unable to
5 immediately answer your questions, I will
6 work with counsel for the Postal Service to
7 ensure you get responses to the matters at
8 issue.

9 CHAIRMAN GOLDWAY: Thank you, Mr.
10 Gryus. Now, we have Wendy Smith from the
11 Publishers Clearing House.

12 MS. SMITH: Good afternoon. Again, I
13 am Wendy Smith, Assistant Vice President of
14 Fulfillment & Postal Affairs for Publishers
15 Clearing House. I have been with
16 Publishers Clearing House for 20 years. I
17 began my tenure in Marketing, transitioned
18 to manage Mailing Services, moved on to
19 Director of Credit & Collections and then
20 to AVP Fulfillment in 2000. My current
21 responsibilities include merchandise and
22 magazine fulfillment, inventory control,
23 inbound freight logistics, fulfillment
24 systems planning and vendor management,
25 lockbox payment processing and for the last

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2 three years, postal affairs.

3 PCH was founded in 1953 by the Mertz
4 family in Port Washington, New York who
5 created mailings for consumers to choose
6 from an array of discounted magazine
7 subscriptions. PCH initiated the
8 sweepstakes in 1967 to draw attention to
9 magazine deals. In 1985, PCH began
10 expansion into merchandise offerings.
11 Growth has been steady with products now
12 accounting for the majority of our sales.
13 A wide range of value based products are
14 offered, ranging from popular household "As
15 Seen on TV" items, health and personal care
16 products, music, DVD's, books, jewelry,
17 gift foods, horticulture, collectibles and
18 more. Our website, pch.com, was launched
19 in 1999 as a new source of growth.

20 PCH mails hundreds of millions of
21 Standard Mail letter promotions, tens of
22 millions of Parcel Select, BPM and Standard
23 Mail parcels, tens of millions of first
24 class bills to customers and we create even
25 more inbound first class mail for sweeps

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2 entry order responses and customer
3 payments. We are also an agent creating
4 tens of thousands of periodical mail
5 pieces.

6 As part of my responsibility for
7 postal affairs, I am Vice President of the
8 Parcel Shippers Association and serve as
9 its Mailers Technical Advisory Committee
10 representative. On MTAC, I am part of the
11 Leadership Committee. PCH is also a member
12 of the Direct Marketing Association, where
13 I serve as Chair of the Postal Committee.
14 I am also a board member of PostCom and am
15 active in the Continuity Shippers
16 Association and the Remittance Mail
17 Advisory Committee.

18 I am here today as a result of an
19 invitation to PSA to testify. PSA has
20 intervened in this proceeding and indicated
21 it generally supports the Postal Service
22 initiative.

23 Before getting to the main question, I
24 want to take advantage of this opportunity
25 to thank the Commission for its work on

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2 service performance measurement and
3 reporting. On behalf of PSA and others, I
4 have been very involved in these issues. I
5 know it is the subject of another
6 proceeding, but thank you for your efforts.
7 I think the recent Commission Order is a
8 great step in the right direction.

9 Our goal on page 6 of its Request, the
10 Postal Service says the purpose of this
11 initiative is to realign the postal retail
12 network with current and future postal
13 customer service needs to reduce
14 inefficiency and redundancy, and to capture
15 the resulting cost savings. I trust most
16 of us can agree this is a worthwhile
17 overall goal.

18 It's my understanding that there are
19 basically two aspects of this proceeding -
20 determining whether the nature of the
21 changes proposed seems appropriate and
22 determining whether the procedures followed
23 provide appropriate transparency for us to
24 evaluate whether they are appropriate, and
25 if they are not, so advise the Postal

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2 Service.

3 As I understand it, at the end of the
4 day, the Postal Service is the one with the
5 authority to finally decide whether these
6 changes are made, although I know Congress
7 often has a say in these things even after
8 passing a postal reform bill designed to
9 give the Service more flexibility.

10 In any event, I think the nature of
11 the changes proposed, optimizing its
12 station and branch network are appropriate,
13 particularly given the situation facing the
14 postal community today.

15 I also think it is important to bear
16 in mind Alice VanGorder's expectation, on
17 page 12 of her statement, "that the
18 resultant retail network will continue to
19 provide ready access to adequate service
20 and that efficiency gains will have the
21 effect of mitigating the constant pressure
22 to raise postal prices paid by all
23 customers."

24 Such appropriate reductions in
25 operating expenses are critical to avoid

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2 accelerating the downward mail volume
3 spiral that will persist if postage rates
4 continue to increase in the near term. As
5 such, I want to stress the need for the
6 Postal Service to be able to make change of
7 this nature and the need for us to continue
8 to work together to achieve changes we can
9 all live with.

10 The need for change. I think Alice
11 VanGorder also has it right when she says
12 on page 5 of her statement: "Things have
13 changed and household mailers have
14 increasingly turned to emerging electronic
15 media to transmit messages that were
16 formerly sent through the hard copy postal
17 system. Such alternate access channels and
18 changes in customer mailing patterns
19 require that the Postal Service reevaluate
20 its retail network to make sure that
21 facilities are indeed of a type and in such
22 locations that customers have ready access
23 to postal services consistent with
24 reasonable economies of postal operations."

25 Things have also changed for the

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2 business mailing industry. We all know the
3 business climate resulting from the
4 financial crisis and the economic downturn
5 has been awful. Economies we may have
6 previously thought unthinkable are now
7 being employed. Similarly, changes in
8 postal service, such as reduced delivery
9 days that just a few months ago were
10 unimaginable, are now under serious
11 consideration not just by the Postal
12 Service but also by mailers. We all,
13 business mailers and citizen mailers, must
14 accommodate change if we want to have a
15 viable postal system in the future. As
16 mail volumes and revenues decline, we must
17 pay greater attention to whether our
18 limited resources are being used in a way
19 that ensures that mail remains a useful and
20 valuable product for business users and an
21 affordable and convenient medium for
22 citizen mailers.

23 So far, it seems changes for the
24 citizen mailer or retail customer, mostly
25 have gone in the direction of increasing

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2 retail alternatives, which in turn expand
3 access and increase convenience. This is
4 good for customers and it is good for the
5 mailing community.

6 The Postal Service is revamping its
7 website to better accommodate retail
8 transactions. In addition to www.usps.com,
9 there are more than 2500 Automated Postal
10 Centers, 4,000 contract postal units and
11 50,000 supermarkets selling a billion
12 dollars in stamps. A very welcome service
13 for packages is Carrier Pickup that allows
14 customers to arrange for postal carriers to
15 pickup outgoing packages including product
16 returns at their homes or business. Stamps
17 and other postal products can be ordered by
18 mail or phone. All of these services are
19 welcome and usually "green" alternatives to
20 trips to the local post office, station or
21 branch.

22 In conclusion, I hope that we, as a
23 community we can become less adversarial
24 and more cooperative when it comes to
25 working through change we all must

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2 certainly recognize is necessary. We need
3 to allow the Postal Service to right-size
4 its network in response to declining mail
5 volume and as a means to right-size costs
6 and mitigate postage increase which
7 exacerbate that trend. I wish it didn't
8 have to be this complicated and expensive
9 for the Postal Service to make operational
10 changes. I have observed great progress
11 when the Postal Service, its customers and
12 its employees work together. I hope we can
13 get to that point in this effort. Thank
14 you for inviting PCH. I welcome any
15 questions.

16 CHAIRMAN GOLDWAY: Thank you, Ms.
17 Smith. Now, Annelen Madigan.

18 MS. MADIGAN: Thank you, Ms. Chairman,
19 for offering me the opportunity to speak.
20 I am the director of Social Services for
21 Rose Hill Senior Apartments, which is run
22 by Rose Hill Management Corporation, a
23 non-profit corporation, which runs three
24 senior buildings in The Bronx. Rose Hill
25 is a 119-unit building for low-income

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2 seniors and handicapped persons on Southern
3 Boulevard, a block and a half from the
4 Botanical Postal Station. I coordinate
5 with the social workers in our other two
6 buildings, one also within three blocks of
7 the Botanical Station, which have a total
8 of another 120 units of senior and low
9 income housing.

10 As a social worker in low income
11 senior housing in a working class
12 neighborhood in the Bronx, I would like to
13 speak about the real impact that closing
14 our local post office, the Botanical
15 Station in the Bedford Park Community would
16 have on our residents. The points I have
17 to make may apply to other neighborhoods in
18 The Bronx, New York City and in
19 neighborhoods like ours around the country.

20 Postal services were already curtailed
21 once when we lost our mailbox at Rose Hill
22 Apartments. It was right out front.
23 Fortunately, we have outgoing pickup boxes
24 right now, but only because we undertook a
25 multimillion dollar refinancing and

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2 reinvestment in the building that included
3 new outgoing mailboxes.

4 Now we are being told that the local
5 post office will be closed. At Botanical
6 Station, there is a posted list of
7 alternatives in The Bronx, and these are
8 going to be very hard for people to get to,
9 and this is one of the reasons why.

10 The topography of the area and in many
11 areas of the West Bronx is extremely
12 challenging. Much of the local community
13 districts sits astride the Grand Concourse
14 Spine. The Botanical Post Office is
15 located in The Bronx River Valley, on one
16 side of the ridge, while the western part
17 of the district is located on the opposite
18 slope heading down. 17.2 percent of The
19 Bronx population five years or older is
20 challenged by a disability, with many
21 mobility impaired. So east-west pedestrian
22 travel for senior citizens and our
23 handicapped residents is not only
24 difficult, it is unmanageable. The only
25 alternative therefore is likely to be a

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2 north-south bus trip, outside and away from
3 their local neighborhood shopping areas, a
4 trip which would add more than \$2.00 for
5 each visit on top of their postal expenses.

6 For the people I work with, this is
7 the situation. The average monthly income
8 of most of our residents is under \$895.
9 Many live at the level of Supplementary
10 Social Security income, about \$790 a month.
11 They have to pay rent and utilities with
12 the income, along with food and clothing.
13 Those not on Medicaid or other
14 comprehensive insures have medical expenses
15 as well. For a third of Rose Hill
16 residents, this averages \$400 per year. In
17 our Edison Arms building, the 98 residents
18 have an even lower average income of less
19 than \$860 per month. Our residents are not
20 much different than the rest of the
21 population in the area, of which close to
22 15 percent is on public income support of
23 some kind.

24 Our residents are not going to order
25 stamps or deal with package mailings on the

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2 computer. Of 131 residents in Rose Hill
3 Apartments, I know of only two who are
4 online. You may conclude these are the
5 kind of people that still use the Post
6 Office, they are not e-mailing their
7 grandchildren, they are not banking online.
8 They are your customers. They are the
9 folks who will be subject to the difficulty
10 of their local office closing.

11 Another issue particular to our
12 neighborhood is postal money orders. Our
13 shopping area has no bank. While many
14 residents bank elsewhere, many of those
15 have no checking accounts. Almost half of
16 our residents pay rent and other bills by
17 money order. The local check cashing
18 establishment is more expensive for this
19 purpose. Almost every time I use the
20 Botanical Station, there are people buying
21 postal money orders, so it seems apparent
22 that this "banking" function of the local
23 station is something that will affect the
24 whole neighborhood.

25 There are several definitions of a

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2 "neighborhood." Bedford Park is not just a
3 geographical place. It is a distinctive
4 area that forms a community. 85 percent of
5 the housing stock in Bedford Park, like
6 much of the West Bronx, is dense built-up
7 multi-family housing. 12.9 percent of the
8 households in the borough are headed by a
9 senior 65 or older. I believe in our
10 district, it is closer to 16 percent.

11 This community wants services and
12 businesses that respond to its needs. As I
13 mentioned before, there is no bank. We
14 need more than a supermarket, some
15 restaurants and convenience stores to round
16 out the area. Our Post Office is a vital
17 community link for communications, commerce
18 and finances. It would be devastating to
19 take this away from Bedford Park, which
20 grew by 25,000 to 141,400 between 1980 and
21 2000. This is in an already densely
22 populated and built-up neighborhood that
23 never experienced the abandonment of the
24 South Bronx area about a mile away. Also
25 there has been an increase in building in

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2 the area over the last six or seven years.

3 It is curious to me why the Borough of
4 the Bronx is slated for seven closings.
5 Only one closing is being considered in
6 Queens, and none in the other outer
7 boroughs of Brooklyn or Staten Island.
8 These figures do not seem fair or sensible.

9 I hope the reasons for closing are not
10 discriminatory to lower income areas. You
11 may not be able to judge by a dollar amount
12 how much an office is used by a community
13 or how important it is to that community,
14 especially when an area has a high
15 percentage of very low income households.

16 I know this hearing is about proposed
17 changes to the postal system, but the last
18 time I was in the Botanical Station, the
19 clerks were telling customers outright that
20 the office would be closed on October 2.
21 It sounds like a done deal to me, though I
22 wish this was not so.

23 Thank you for considering my remarks
24 on behalf of the residents of our building
25 and senior citizens of the Bedford Park

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2 area.

3 CHAIRMAN GOLDWAY: Thank you all for
4 your testimony. I am sure that my fellow
5 commissioners will all have questions. As
6 the Chair, I take the privilege of
7 beginning first. The first thing I do want
8 to point out to our audience and our
9 panelists is that the Commission does not
10 make decisions about individual Post
11 Offices. What we can do is look at the
12 process by which the Postal Service makes
13 these decisions and present them with what
14 we think are the best benchmarks and
15 criteria to use. We do also have a
16 complaint mechanism that is available for
17 it, opportunities when Post Offices are
18 closed. Again, it doesn't require the
19 Postal Service to reopen them, but in our
20 experience, the review at least allows the
21 Postal Service to consider issues that it
22 might not have otherwise.

23 So I don't know the specifics about
24 the Botanical Garden Post Office and
25 whether it is yet determined to be closed,

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2 but we certainly take your concerns to
3 heart. I think in the process of the
4 testimony here today with regard to
5 criteria that the Postal Service uses to
6 decide on closing post offices, I wanted to
7 ask Mr. Grygus whether any of the criteria
8 that the other witnesses mentioned are in
9 fact used. They mentioned distance between
10 post offices and they said here six of the
11 seven are more than a half a mile apart
12 from others.

13 Is that a criteria you use? Do you
14 use the demographics to determine whether
15 there are more senior citizens in a
16 community who might have more difficulty
17 switching to alternative uses? Do you look
18 at income distribution to determine that
19 there are people who in fact might need
20 money orders which -- Postal Services is
21 always saying it wants to do more banking.
22 This is certainly one way where we do
23 banking.

24 Do you look at the geographic, the
25 physical geographic characteristics of the

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2 neighborhood to determine how difficult it
3 would be for pedestrians to get from one
4 post office to another, even if they are
5 close?

6 So those are some of the objective
7 criteria that seem to be mentioned by the
8 panelists, and I wonder, Mr. Gryus, whether
9 you used any of those in your decisions in
10 the past?

11 MR. GRYUS: Madam Chair, yes, I would
12 like to address each of those actually.
13 And the two that we did do in the last two
14 years was in the Northern New Jersey
15 district. We absolutely do. One of the
16 things that we make part of the analysis is
17 posting the adjacent facilities on a map
18 along with alternate access locations for
19 stamps on consignment, contract postal
20 units, altered access channels, and we look
21 at the distance involved in those, but more
22 importantly, what we look at with that is
23 what is available for those residents to
24 get to those alternate access locations,
25 what are the bus lines that are available,

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2 what are the light rail lines that are
3 available, which was the incidence in
4 Jersey City where the nearest facility was
5 about eight-tenths of a mile away, so those
6 are things that we definitely looked at.

7 CHAIRMAN GOLDWAY: Are they written?
8 Do you have a check-off list, some sort of
9 reporting requirement?

10 MR. GRYUS: It is part of the whole
11 analysis process that we go through. When
12 you get the opportunity to look through the
13 public records for each of the two you had,
14 you will see them in there. It is all a
15 part of the public record for each of those
16 stations.

17 And it is just part of the analysis
18 process which enables us to reach a
19 decision which ultimately is can we ensure
20 that we will provide regular and effective
21 service to every customer?

22 Now, with respect to the age, I think
23 was one of the questions you asked, we will
24 take a look at population data because we
25 find that as we see shifting populations,

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2 sometimes as communities evolve, for
3 example, in Jersey City, we saw that the
4 population shifted from 35 to 65 with an
5 increase while the population of over 65
6 showed a decrease, and we find that that 35
7 to, you know, 55 is -- those are the
8 customers that are more likely to be
9 looking for alternate access channels
10 because, quite honestly, they don't want to
11 be bothered with coming to the post office.
12 They are going to be using Stamps By Mail
13 and Stamps Online and Carrier Pickup and
14 the other alternate access and convenience
15 services that we do provide other than
16 having to come to a post office, which,
17 quite honestly, is not always the most
18 convenient thing to do in the course of a
19 day.

20 CHAIRMAN GOLDWAY: Do you have public
21 records of some of the offices that you
22 reviewed and decided to keep open because
23 you found there were criteria that met that
24 they should stay open?

25 MR. GRYUS: The only two that I

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2 personally was involved with was Elizabeth
3 and the Lafayette station.

4 CHAIRMAN GOLDWAY: And in both cases,
5 you decided to close those?

6 MR. GRYUS: Correct. And again, in
7 the longer version of the statement that
8 you have there, there are specifics for
9 each of those with the number of facilities
10 that were located throughout the area, the
11 number of alternate access channels. Every
12 carrier is a collection box, and quite
13 honestly, you know, they are a lot safer
14 than our blue cans. They don't drop
15 firecrackers in them and open soda bottles
16 and things like that, so there is a lot of
17 other options. Our Stamps By Mail program,
18 where a person can get stamps delivered
19 right to their door by their letter
20 carrier, really works out well for our
21 customers, so I think I addressed pretty
22 much your question.

23 CHAIRMAN GOLDWAY: Ms. Madigan, you
24 said that you are -- the owner of a
25 building installed new cluster boxes with

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2 an outgoing box in them. I am assuming
3 they were cluster boxes and included a
4 separate box to put outgoing mail?

5 MS. MADIGAN: Yes.

6 CHAIRMAN GOLDWAY: And the senior
7 citizens liked that because?

8 MS. MADIGAN: Well, we used to have
9 our own mailbox right out front.

10 CHAIRMAN GOLDWAY: A collection box?

11 MS. MADIGAN: Right, but it was taken
12 away several years ago, and we petitioned
13 to get it back, but we didn't. They liked
14 being able to, you know, just have a
15 private place to put their mail. They
16 don't have to give it to us to give to the
17 postman. You know, they can mail it right
18 where they pick up their mail. But we
19 couldn't have done that without this big
20 reorganization we did in the building.

21 CHAIRMAN GOLDWAY: So the owners took
22 responsibility for providing it rather than
23 the Postal Service itself?

24 MS. MADIGAN: That's right.

25 CHAIRMAN GOLDWAY: And, Mr. Tirado, do

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2 you have a way of providing to the Postal
3 Service plans for expanding the growth in
4 buildings in your community? I am not
5 exactly sure how your community council
6 works. Could you regularly supply to the
7 Postal Service those plans?

8 MR. TIRADO: Sure. We work with the
9 Department of City Planning, and we put out
10 a public notice, and we invited the entire
11 community to come out and review proposals
12 for the zoning of Webster Avenue. It is
13 something done by the public. It has to be
14 ten days prior. You have to put out a
15 public notice about ten days prior. And we
16 share our information with whoever we ask.
17 However, I can't recall an incident when
18 the United States Postal Service shared
19 data with us. When they talked about the
20 criteria that they used to decide which
21 station they were going to close, that
22 criteria still hasn't been made available
23 to us, only the results that they came up
24 with.

25 I also want to comment that some of

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2 the other criteria that should be looked at
3 for judging which stations should be closed
4 are banking opportunities, checking with
5 the local community board and the
6 Department of City Planning Office to see
7 if there are any planned developments
8 coming in that would perhaps change the
9 decision by the Post Office.

10 Cost effectiveness, again, I mentioned
11 that the Botanical Garden Station still has
12 a six-year lease. You can't break the
13 lease and not pay the landlord. That is
14 something that is not cost-effective, to
15 pay all this money up front and then deny
16 services to people without an alternative,
17 which brings me to my last point.

18 There had been no mention of any
19 mobile units or any postal carriers
20 dropping off postage. That has never been
21 presented to us as an option. It is not
22 something that the Postal Service has tried
23 to implement to sort of wean people off of
24 the station. And unfortunately what ends
25 up happening, it is an all-or-nothing

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2 approach. You either have the station or
3 you don't have the station and you don't
4 have the services.

5 And, again, it brings me to my point
6 that there has to be a greater
7 collaboration, there has to be some
8 community input other than you come to a
9 meeting and let us know what you have
10 already planned on doing, and I think the
11 Postal Service has failed to do that.

12 CHAIRMAN GOLDWAY: I would take it too
13 that most of the residents have what we
14 call cluster boxes in their apartment
15 buildings, they don't have the same
16 face-to-face contact with the letter
17 carriers that people do in suburban
18 neighborhoods, is that fair?

19 MR. TIRADO: That's correct.

20 CHAIRMAN GOLDWAY: So that the
21 opportunity to have a transaction with your
22 postman delivering stamps and things, that
23 doesn't exist?

24 MR. TIRADO: Does not exist.

25 CHAIRMAN GOLDWAY: Okay, I have taken

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2 up enough time. I would like the other
3 commissioners to participate.

4 COMMISSIONER HAMMOND: Thank you for
5 letting me go ahead. I usually defer to my
6 colleague but since Mr. Tirado brought up a
7 statement, I wanted to follow up before we
8 left that where you discussed and where you
9 call it basically the Postal Service has
10 put forth an all-or-nothing-at-all
11 approach, where you mentioned possible
12 mobile units or other alternatives.

13 My question is can you see where there
14 might be a way that your constituents could
15 effectively utilize Postal Services? Does
16 it have to be current Post Office, right
17 where it is, saying "U.S. Postal Service"
18 out front? How important is all that or
19 can your people get to acceptable
20 alternatives if there were -- I know there
21 are less collection boxes right now, but if
22 there were more collection boxes, if there
23 were a mobile unit, if the Postal Service
24 increased their presence in the drug
25 stores, in the grocery stores and buying

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2 stamps from ATM's and things like that, is
3 that a possibility of ever being acceptable
4 to the people that you represent?

5 MR. TIRADO: You are talking about
6 contingencies that have not been discussed
7 so I can't -- I am not going to judge as to
8 whether or not people have that capability.
9 I think there needs to be more effort by
10 the United States Postal Service to start
11 bringing in those services and let people
12 decide whether or not for themselves if
13 they are comfortable with that before they
14 decide to close a station, in particular
15 the mobile units. I think there would be a
16 lot of good places for mobile units, but it
17 has not been proposed, it has not been
18 demonstrated, it has not been tested.

19 COMMISSIONER HAMMOND: Well, I just
20 wondered what your comments are or do any
21 of the rest of you care to comment on that
22 possibility or, Mr. Gryus, have you ever
23 had the possibility to share with other
24 people in the Postal Service anything other
25 than a sort of all-or-nothing approach in

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2 looking at alternatives?

3 MR. GRYUS: When we reach a final
4 determination there is a multi-prong method
5 that you can ensure that regular effective
6 service and absolutely it is through, you
7 know, stamps on consignment, and when I
8 mentioned stamps on consignment locations
9 that we have, it is important that you
10 understand too that that's only the ones
11 who have signed on with the Postal Service.
12 There is a lot of small grocery stores and
13 bodegas and card stores especially that
14 just go to the Post Office and buy books of
15 stamps and sell them to their customers as
16 a convenience. Again, there is no markup,
17 so that doesn't include those who have not
18 signed on directly to our stamps on
19 consignment program, so there is really
20 much more than what's out there.

21 We attempted in the past to try to
22 solicit a contract unit, and we couldn't
23 get a viable location to put in a bid for
24 it, so there is a lot of options out there
25 that you can explore.

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2 Again, I just wanted to just to make
3 clear with Madam Chair the Stamps By Mail
4 program is not a face-to-face program.
5 Regularly the Post Office should be mailing
6 to those customers the Stamps By Mail
7 brochure. They simply fill out that
8 brochure, as opposed to paying an envelope
9 that goes to the Post Office and the next
10 day those stamps are in their mail box. So
11 it is a seamless transaction that does not
12 require any face-to-face interactivity at
13 all.

14 And I just wanted to speak on the part
15 of the cost effectiveness, and also it is
16 one of the things that we look at, and when
17 we submit our final determination that is
18 signed by our District Manager to go down
19 to headquarters for approval or denial is
20 really what is the cost effectiveness of
21 this, what is the potential annual savings
22 by putting forth, whatever your
23 determination truly is, discontinue
24 service, providing you can ensure that you
25 are providing regular effective service

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2 through your alternate access or your
3 adjacent facilities, what is that cost
4 effectiveness, what is the bottom line,
5 what is it going to save the Postal
6 Service?

7 With respect to the leases, our leases
8 all include sublease clauses, so typically
9 we can either buy our way out of the lease
10 or sublease it, if the lessor is not
11 interested in doing that, so that all
12 becomes part of that analysis as salaries
13 and benefits and true hard costs.

14 CHAIRMAN GOLDWAY: I am going to have
15 to cut off this line of questioning just
16 for a moment because we have our State
17 Senator from the 34th District who has
18 arrived, and we are really glad that you
19 agreed to come and participate. We know
20 how busy your schedule is and we have
21 arranged that he can make his presentation
22 to us so he can get back to the other
23 business he has at hand. I would like to
24 welcome Jeffrey Klein, the State Senator
25 from New York, and look forward to your

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2 comments.

3 MR. KLEIN: I would be happy to
4 answer any questions that you have, but I
5 do have a prepared text and I want to thank
6 the Commission for giving me this
7 opportunity.

8 I am privileged of course to serve The
9 Bronx as an elective official and one of my
10 responsibilities, of course, is to give a
11 voice to constituents in the communities
12 that I represent. Therefore, I would like
13 to take this time to discuss how these Post
14 Office closures would affect the whole
15 Borough of the Bronx, and then specifically
16 the areas that I represent as a State
17 Senator.

18 Although I represent the 34th Senate
19 District in The Bronx, I would be remiss if
20 I did not speak of how these Post Office
21 closures would affect the borough as a
22 whole. I have represented The Bronx for
23 over 15 years, first as an Assemblyman and
24 now as the Deputy Majority Leader of the
25 New York State Senate. I have come to know

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2 what makes The Bronx one of the most unique
3 parts of the State of New York. The
4 borough of the Bronx has roots. To me this
5 means that generations of families have
6 made The Bronx their home and have
7 continued to grow old here. That is why it
8 is so essential that services such as the
9 United States Postal Service make every
10 effort to remain in my district and
11 neighborhoods around The Bronx. These
12 neighborhoods are made up of senior
13 citizens who rely on going to their post
14 office to mail a letter, postmark their tax
15 returns and buy stamps. While admittedly
16 the advent of the Internet and e-mail has
17 lessened the need for some services that
18 the United States Postal Service has
19 provided, decisions for closures should not
20 be made on revenue drops but on the make-up
21 of the community that these post offices
22 set to close serve. The United States
23 Postal Service has been a fabric of
24 communities throughout the United States
25 for over two centuries. It should come as

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2 no surprise that the elderly in our
3 communities have come to regard its
4 presence as a way of life and to take this
5 service away from them would be unfair to
6 them as taxpayers of the United States of
7 America.

8 These neighborhoods, in an effort to
9 remain viable and community-oriented, and
10 one of the things we have seen time and
11 time again is the importance of a Post
12 Office in this specific community. I
13 myself chose the location of my Senate
14 office to be in a close proximity of a Post
15 Office in the Throgs Neck section of The
16 Bronx because it is a focal community.

17 The other thing that is going to cause
18 a problem specifically for the closure of
19 the Van Nest Post Office is that it is a
20 community that has a very, very large
21 population of senior citizens. Actually,
22 if you look at the number, if you look at
23 the numbers in Community Board 11 based on
24 the last census, it is comprised of over
25 11,000 households, with one or more persons

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2 65 years or older. So this equates to
3 almost 17,200 seniors living in and around
4 the Van Nest area. So certainly these are
5 individuals who are not going to pay their
6 bills online. They certainly got used to
7 the system of going to the Post Office and
8 mailing their letters at the Post Office,
9 so this is going to really pose a
10 tremendous hardship, especially to senior
11 citizens in my community.

12 On an economic point of view, one of
13 the things I have been working on in the
14 Van Nest community, which is suffering hard
15 times as a commercial section, is trying to
16 get a bank, and we are very, very close,
17 and actually getting a bank to this
18 community, and I think if the Post Office
19 leaves, I think it is going to send a
20 horrible message to any of the banks that
21 are looking at this area, and I think it
22 will really hurt the economics of this
23 specific area. We have hard-working, you
24 know, four, five-generation businesses, mom
25 and pop stores in the community, who really

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2 rely on the Post Office, and as I said
3 earlier, they rely on the Post Office as a
4 focal point of the community.

5 I also want to say, mention that
6 protecting seniors of the Van Nest
7 community is not the only motivation. As I
8 said earlier, besides the importance of the
9 business community, and we are also working
10 to get a bid, Business Improvement
11 District, which has been very, very
12 successful in other areas of The Bronx in
13 stabilizing small businesses. Again,
14 without that Post Office, I think that once
15 again, it is going to be very, very
16 difficult to encourage local merchants,
17 encourage local building owners to take
18 part in the Business Improvement District.

19 In conclusion, I realize that whether
20 Federal, State or City the economic
21 realities of today are forcing many
22 agencies to make tough decisions. However,
23 sometimes the numbers aren't enough to
24 support the cuts that some of these
25 agencies are trying to make and this is one

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2 instance where you must look deeper than
3 the 4.5 percent drop in mail pieces cited
4 by the United States Postal Service. We
5 must look at what we expect as taxpayers
6 and citizens of the United States. Asking
7 our seniors to walk roughly 20 minutes to
8 the nearest Post Office is not a step
9 forward and isn't progress. It is a step
10 backwards and it is unfair. Asking our
11 communities to do without when they are
12 doing without so much already isn't a
13 burden I am willing for them to bear.

14 Therefore, I respectfully ask the
15 United States Post Office to reconsider
16 their closing of the Van Nest Post Office,
17 as well as the seven other Bronx post
18 offices scheduled for closure.

19 CHAIRMAN GOLDWAY: Thank you. I have
20 a question for you, Mr. Klein, if that's
21 O.K.

22 The Postal Service currently operates
23 on the revenue that it gets from postage
24 and its various operations. It does not
25 take taxpayer subsidy, yet it has an

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2 obligation to provide the universal
3 service. If in fact in your communities
4 the revenue from operations doesn't
5 necessarily cover the full cost of the post
6 offices that are there, could the Postal
7 Service seek some sort of assistance the
8 way other businesses do from a Business
9 Improvement District, or would it be
10 possible for the Postal Service to seek
11 some kind of support so that it did not
12 have to carry the full burden of the cost
13 of these?

14 MR. KLEIN: I am sure something can
15 be worked out. The way a Business
16 Improvement District works, it is a city
17 process and it is a tax on specific
18 buildings and, you know, the tenants, I
19 think, actually -- the tenants pay a small
20 portion also, so the most important thing
21 to do is to get the owners of the
22 properties involved.

23 You know, again, I am sure anything
24 that can be done to help this -- make this
25 more economically viable for the United

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2 States Postal Service. I am sure the local
3 businesses would wholeheartedly support it,
4 but I think timing is everything in many
5 cases, and now with the Van Nest community
6 losing a bank, which we are trying to get
7 back, and now losing a Post Office, I think
8 it is going to be very, very difficult to
9 move forward and get a Business Improvement
10 District and breathe new life or protect
11 what we have in the Van Nest community.

12 CHAIRMAN GOLDWAY: Other
13 commissioners?

14 COMMISSIONER ACTON: Senator Klein, an
15 important part of this advisory view the
16 Commission has taken is the process. We
17 heard earlier from the district managers.
18 We heard approach and goals of the process.
19 I am wondering if your office has any
20 experience with that, and if so, what
21 experience they have?

22 MR. KLEIN: Again, I have been an
23 elected official. This is my fifteenth
24 year. At one time there was a threat they
25 were going to close the Morris Park Post

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2 Office when I was a member of the Assembly,
3 and we were able to speak out, and we dealt
4 mostly at the time with The Bronx
5 Postmaster who was successful in keeping
6 the Post Office open. Again, I think so
7 far the process was fair or at least we had
8 notice that this was a potential closure,
9 so I am satisfied with that, but still at
10 the same time, I think it is important to
11 really understand the impact of closing
12 these Post Offices, especially the one in
13 the Van Nest community.

14 COMMISSIONER ACTON: But you would say
15 there has been a fair dialogue?

16 MR. KLEIN: I am here today, so I
17 appreciate that, thanks.

18 CHAIRMAN GOLDWAY: Anyone else for
19 Senator Klein?

20 COMMISSIONER BLAIR: I just have a
21 general question for the panel as a whole.
22 This effort to identify stations and
23 branches for review for possible closures
24 is really part of the overall effort by the
25 Postal Service to dramatically reduce its

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2 costs in the face of decline for demand for
3 its product. We heard that generally the
4 Postal Service is looking at a 7, \$7.5
5 billion loss this year. Although the House
6 of Representatives has voted a relief
7 package for it, what happens in the next
8 few years, this is really a systemic effort
9 on the Postal Service to reduce its
10 footprint.

11 And another proposal that is being
12 considered by the Postal Service is the
13 recommendation to go from six to
14 five-day-a-week delivery. I wanted to get
15 the panel's impression in weighing these
16 proposals, closure of stations and branches
17 versus reducing delivery days.

18 Do you have any thoughts on anything?
19 Do you have any thoughts on what would be
20 the greatest impact or detriment to your
21 communities that you represent, that you
22 represent the senior citizens in your
23 buildings, and what do you think the
24 Commission should look at from a universal
25 point of view?

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2 MR. KLEIN: As I mentioned earlier,
3 the greatest impact of closing the Van Nest
4 Post office would be on the senior
5 citizens. Clearly with the price of
6 prescription drugs going up and living on a
7 fixed income, it is very, very difficult
8 for senior citizens to even afford a
9 computer, if they took the time to actually
10 learn it.

11 I just passed a law that I am very
12 proud of that gives people the ability to
13 go online or get instant e-mail
14 notification for a whole host of things,
15 and whenever I announce it at senior
16 citizen centers or I ask the question,
17 well, how many of you use the Internet, use
18 the computer, maybe two or three hands go
19 up.

20 With that, they can get their
21 eight-year-old grandson or granddaughter to
22 help them do it, but they are just clearly
23 not using the computer and they always come
24 to me and say, why don't we do a 1-800
25 number. So clearly I think the greatest

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2 impact will be on senior citizens, as far
3 as cutting back on delivery.

4 Again, it comes to the senior
5 citizens, who in many cases, are waiting
6 for their Social Security check or pension
7 check, and again, they will not do direct
8 deposit, even though that's what most
9 people do now, and the people in the
10 banking industry can tell you that. So
11 again, I think sometimes I think we have to
12 put a human face to some of these decisions
13 and see how it will affect a specific
14 population.

15 MR. TIRADO: This is only an
16 assumption. I think that if it came down
17 to closing the station or having
18 five-day-a-week service, I think the vast
19 majority of my constituents would say
20 five-day-a-week service, again, our seniors
21 would be low access to the Internet. With
22 no other viable plan, like mobile units
23 being proposed or being presented or
24 tested, in our area, I would say that they
25 would rather see five-day-a-week service.

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2 MR. GRYUS: I guess I mean we all
3 know HR-22 is a Band-Aid that's giving us
4 relief from something -- I want to make
5 sure this is clear -- that's relief from
6 something that no other agency is required
7 to do, and that's to refund our retiree
8 health benefits years beyond, so is that
9 going to help us this year? Yeah. But it
10 is not going to help us going forward. In
11 my office alone, we have seen volume
12 decreases in the last few years in excess
13 of 25 percent, so clearly unless we make
14 some fundamental changes to the way we do
15 business, we are not going to efficiently
16 increase our way out of our losses this
17 year, next year or the year after.

18 These are not easy decisions when it
19 comes to making these decisions because
20 "service" is part of our name. It is a
21 very difficult decision to make when it
22 comes down to having to make these
23 decisions that are going to impact somebody
24 to some degree or less, but I think, you
25 know, something that Wendy said was very

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2 important, and one of the Commissioners
3 spoke on it that. Our retail revenue, our
4 commercial revenue is very critical to
5 being able to subsidize some of the expense
6 that it cost us to run some of these
7 smaller facilities to deliver mail by mule
8 to the bottom of the Grand Canyon, so we
9 have to be careful what we do and how it
10 impacts the rates on those commercial
11 revenue accounts because that's trickle
12 down, that is going to hurt us across the
13 board.

14 So again, I think neither of --
15 five-day delivery, I would argue that I
16 don't believe there is a demand for six-day
17 delivery in this environment. That's my
18 personal opinion, but again, unless we make
19 fundamental changes, we cannot efficiently
20 gain our way out of -- and the more we
21 raise rates, it is a vicious cycle. The
22 rates go up, the mail is mailed less, we
23 get less mail volume, which creates more
24 deficit for us. So it is just a cyclical.

25 MS. SMITH: This is more from the

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2 perspective of the Publishers Clearing
3 House. Five-day delivery is something in
4 the company we want to support because we
5 gather it would be the lesser of somewhat
6 negative options, the other negative option
7 being increased rates, again, that would
8 just exacerbate the volume -- you know, of
9 a declining volume, less revenue for the
10 Postal Service. Again, it is that whole
11 vicious cycle. You know, the one concern
12 we do have is what is the impact on service
13 so that we can deal with it in the best
14 manner, and that's what we are looking to
15 do, is be able to understand exactly what
16 the implications are so we can deal with it
17 and then accept it as the appropriate thing
18 to do.

19 MS. MADIGAN: I hate to see -- I hate
20 to lose that in a delivery. I thought the
21 Postal Service had advertised at one point
22 that that was a benefit of using the Post
23 Office over UPS or other delivery systems,
24 but I don't know if it would really make
25 that big a difference to seniors if on the

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2 3rd of the month, when they get their
3 Social Security check, falls on a weekend
4 and they get it on a Friday anyway, and if
5 you kept more stations open, maybe it would
6 be worth it.

7 COMMISSIONER BLAIR: I appreciate the
8 candidness for which you speak because it
9 helps us form a more universal perspective.

10 I just have a final question for
11 Mr. Grygus. You had stated in your
12 testimony the distinctions that you made in
13 distinguishing between branches and
14 stations and Post Offices. You said one of
15 the reasons behind that was flexibility for
16 the Postal Service in order to respond to
17 the needs of the community, is that
18 correct?

19 MR. GRYGUS: Yes.

20 COMMISSIONER BLAIR: My question is
21 when was the last time in the Ringwood area
22 that you established a new station or
23 branch?

24 MR. GRYGUS: In the Washington
25 Township area, we had a fairly significant

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2 growth of density housing, and we had a
3 kind of a two-prong lead. We had run out
4 of space to house some carrier routes in a
5 given facility that handled that delivery,
6 so we built a carrier annex in the rear of
7 a strip mall, and it was not planned to
8 have retail. And the local officials came
9 to us, and we met and we sat down, and the
10 ultimate outcome of it was we started off
11 with a limited amount of retail hours, and
12 I believe that that has recently expanded
13 due to the demand that was there, so you
14 know, there is one example there.

15 COMMISSIONER BLAIR: When did you do
16 this?

17 MR. GRYUS: Honestly, I would be
18 guessing. I would need to get back to you
19 with the exact date.

20 COMMISSIONER BLAIR: What criteria
21 did you utilize in establishing this or did
22 you or was it just you determined -- I want
23 to know if there was any general criteria
24 that Ringwood would apply versus --

25 MR. GRYUS: That would all come from

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2 the district level. As I said, the need
3 for the facility grew first to house
4 carrier routes to service the area and then
5 we actually expanded that to retail and
6 Post Office box.

7 CHAIRMAN GOLDWAY: Could I ask the
8 Senator one more question. There is a lot
9 of discussion about demographics. You
10 pointed out a very high percentage of
11 senior citizens. Is there a way that you
12 could provide the Commission with what you
13 think are the relevant demographics for The
14 Bronx and perhaps district by district
15 related to the closures so that we could
16 see what the potential impact might be in
17 terms of income, senior citizen or perhaps
18 density? Those are some of the issues that
19 had been raised.

20 MR. KLEIN: Like I said, I can do
21 that, but what I did provide today were the
22 specifics for the Van Nest, which had a
23 very high senior population. As I said,
24 the nearest post office is more than a
25 20-minute walk, and it is a very densely

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2 populated area, and also changing
3 demographics where there is a large Latino
4 population in the Van Nest community, and
5 again, because of the income level, also
6 people who probably would not have a
7 computer and would not be paying their
8 bills online and would be in need of a post
9 office.

10 CHAIRMAN GOLDWAY: There probably is a
11 way that one can overlay demographics and
12 age group computer access to get a profile
13 of the community as well so you can
14 determine who is most likely to be affected
15 in what community. It would be interesting
16 to see what you have for us in that regard.

17 MR. KLEIN: I would be happy to
18 provide that.

19 CHAIRMAN GOLDWAY: Thank you.

20 COMMISSIONER ACTON: One more. We
21 heard from the Senator, the District
22 Managers about their experiences with the
23 process. I would like to give Ms. Madigan
24 an opportunity to share if she has any
25 stories about how the Postal Service may

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2 have interacted with you and your
3 organization and constituents about the
4 changes that they are proposing. For
5 instance, were there notices in giving
6 closures or changes or the services that
7 you use.

8 MS. MADIGAN: Well, when we heard
9 about it, there is a local organization --
10 I think someone is here from that
11 organization -- sent around petitions, and
12 we had a lot of our folks sign that. In
13 fact, they are still looking for it after
14 it was picked up because we only had it out
15 for a few days. You know, we posted
16 notices about it and they know because they
17 go to the post office and sign it there.

18 CHAIRMAN GOLDWAY: Was there a
19 community meeting scheduled at the post
20 office or not?

21 MS. MADIGAN: Not that I know of.
22 They probably spoke about it at the local
23 community board though.

24 MR. TIRADO: (Shakes head negatively)

25 CHAIRMAN GOLDWAY: No?

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2 MS. MADIGAN: No, they didn't come to
3 the community board.

4 CHAIRMAN GOLDWAY: I have one more
5 question for Mr. Grygus, which was to deal
6 with the distinction between post offices
7 and branches.

8 You said there are post offices and
9 there are branches and that there is a
10 range of services provided.

11 Does the Postal Service have an
12 obligation to provide a full range of
13 service at every post office or are post
14 offices also places where there may be some
15 variation in the amount of service
16 provided?

17 MR. GRYUS: To answer the question,
18 they are not required. For example, one of
19 the biggest examples you could see on that
20 would be passport services, very limited to
21 where you could provide passport services.
22 Has to be approved by the State Department.

23 CHAIRMAN GOLDWAY: So not all Post
24 Offices have passport services?

25 MR. GRYUS: No.

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2 CHAIRMAN GOLDWAY: Not all Post
3 Offices are opened on Saturdays, for
4 instance?

5 MR. GRYUS: Correct.

6 CHAIRMAN GOLDWAY: They may have short
7 hours, just the way branches do.

8 MR. GRYUS: Correct.

9 CHAIRMAN GOLDWAY: I just want to be
10 on record that there is a variety of
11 services provided, regardless of whether it
12 is called --

13 MR. GRYUS: I think there are some
14 guidelines for some minimum amount of hours
15 that have to be provided through a post
16 office but not services.

17 CHAIRMAN GOLDWAY: Thank you. I would
18 like to continue to ask questions of all of
19 you, but we have five more witnesses and
20 just a short amount of time in which to
21 proceed, so if any of you have additional
22 information that you would like to provide
23 to us or you have other members of your
24 organization who aren't here but would like
25 to provide information to us, the record is

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2 open. Simply submit the information to our
3 director of government affairs, Ann Fisher,
4 and she will make sure that it is placed in
5 an appropriate place in the record. We
6 want to encourage as many people to submit
7 information to us as possible so the record
8 is broad. And I thank you again for your
9 interest and your participation. Believe
10 me, all of your points of view will be
11 considered in what is not an easy
12 recommendation for us, and I am sure is not
13 easy for the Postal Service. We all prefer
14 to have robust volumes of mail and plenty
15 of money coming into the Postal Service so
16 that we can expand these postal services
17 instead of turning them out. Maybe that is
18 something we can have in the future, with
19 more participation, but that's something
20 that again is the future. With you now
21 part of our network, we will be calling you
22 again in the future deliberations, and
23 again thank you very much for your
24 attendance.

25 What I would like to do is take a

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2 short break. Our court reporter needs a
3 few minutes, so if we take a five-minute
4 break, we will reconvene with our second
5 panel.

6 (Time noted: 2:30 p.m.)

7 (Second panel convenes.)

8 CHAIRMAN GOLDWAY: I would like to
9 welcome our panelists for the second panel.
10 They are Richard Doherty, president of the
11 Association of Independent Colleges and
12 Universities in Massachusetts, Navy
13 Commander Brian George, Military Postal
14 Service Agency, Clarice Torrence, president
15 of the New York Metro area of the American
16 Postal Workers Union, John Vincenzi,
17 President of the National Association of
18 Postal supervisors, Branch 459, and Larry
19 Cirelli, National Business Agent for
20 Connecticut, New Jersey, New York, Puerto
21 Rico and the Virgin Islands and the
22 National Association of Letter Carriers.
23 Thank you all your attendance. Thank you
24 all for your patience, since you weren't
25 the first panel.

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2 As you can tell, we have a lively
3 debate and we have a very interested group
4 of colleagues to hear what you have to say.
5 I would like to begin with Mr. Richard
6 Doherty, if he would introduce himself and
7 present his comments.

8 MR. DOHERTY: Thank you, Madam Chair.

9 My name is Richard Doherty. I serve
10 as the President of the Association of
11 Independent Colleges and Universities in
12 Massachusetts. AICUM represents 60
13 not-for-profit institutions of higher
14 education in Massachusetts, educating more
15 than 250,000 students annually and
16 employing nearly a hundred thousand faculty
17 and staff.

18 I want to thank the Commission very
19 much and particularly Ann Fisher for really
20 tracking us down and urging us to offer
21 testimony because I think it has advanced
22 the awareness on the six potentially active
23 campuses of the urgency of a response. I
24 am not sure from a process perspective if
25 the notice around these potential closures

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2 has tripled up to the levels within the
3 university communities that it needed to,
4 so this hearing, I think, has gone a long
5 way to wake up our communities as to the
6 potential impact.

7 There are -- as I indicated, there are
8 six AICUM member institutions, Babson
9 College, Boston College, Boston University,
10 Harvard University, MIT and Tufts
11 University, which currently hosts branch
12 facilities on their campuses that may in
13 fact be impacted here. As the facts and
14 circumstances on each of these campuses are
15 unique, I will allow each school, if they
16 so choose, to communicate their special
17 concerns to you under separate cover.
18 However, there are some general themes that
19 I believe should be taken into account by
20 the Commission and the U.S. Postal Service
21 during its deliberations.

22 First these potential closures impact
23 large campus communities, with significant
24 and unique postal needs. To give you a
25 perspective of the size and vibrancy of

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2 these academic communities, I have
3 included, and make sure that you have in
4 your testimony a simple chart documenting
5 the number of full and part-time employees
6 at each college or university, the number
7 of students, and the sum of those numbers
8 to arrive at a total community population.

9 In Harvard's case, that population
10 exceeds 40,000 people; which means that the
11 university community, according to the 2007
12 census is larger than the population of 318
13 of Massachusetts' 351 cities and towns.
14 For Boston University, their student and
15 employee ranks are just under 40,000,
16 making it larger than the 36th largest city
17 or town in the state. And Babson College,
18 Boston College, MIT and Tufts also have
19 very large campus communities, collectively
20 serving nearly 60,000 students and
21 employees. And most of those campuses are
22 larger than two-thirds of all of
23 Massachusetts communities. These are not
24 just quaint college postal annexes. They
25 are bustling branches, regularly shipping

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2 and receiving large numbers of packages or
3 important visa-related documents as an
4 example of a particular sort of unique
5 service that these branch offices provide
6 for our faculty and students, since many of
7 our faculty and students are either from
8 out of state or international. In an era
9 where time is a precious commodity in our
10 home life and work life, the convenience of
11 an on-campus postal facility is an
12 invaluable service to our academic
13 community. Most are greatly concerned that
14 the closure of these facilities not only
15 inconveniences the Postal Service consumers
16 on our campuses but also the consumers at
17 the next closest post office to the
18 college. That facility, which in many
19 cases, as I mentioned before, will not be
20 within walking distance of the campus, will
21 inevitably experience longer lines and
22 declines in service simply because the
23 remaining facility and staff cannot
24 accommodate the influx of Postal Service
25 demands from these large campus

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2 communities.

3 I do not pretend to know a lot about
4 postal operations. I learned a lot from
5 the first panel. However, I am surprised
6 at the disproportionate number of campus
7 branches which are on the Massachusetts
8 list. Higher education is a defining and
9 driving sector in the Massachusetts
10 economy. I would posit that a tremendous
11 amount of critically important work passes
12 through these campus post offices on a
13 daily basis. Just this week I have had
14 business conversations about the importance
15 of increased student participation in the
16 2010 U.S. Census and in the Massachusetts
17 and national elective process, referencing
18 absentee ballots specifically. A
19 convenient and safe on-campus post office
20 will absolutely facilitate participation
21 and the responsibilities associated with an
22 active citizenry. These campus communities
23 are growing in size and importance, and I
24 would suggest that serving this sector
25 should be a priority of the Postal Service.

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2 And listening to the earlier testimony and
3 the challenges that the post office now
4 faces, I appreciate those challenges faced
5 by the Postal Service. And I might add
6 that the campus communities, because of
7 their unique nature and their unique
8 academic schedules, might allow some
9 flexibility to achieve some of the cost
10 savings desired potentially with summer
11 closures or limited services during the
12 summer, when in fact I think demand for
13 services probably does decrease
14 significantly.

15 And finally, I guess I would like to
16 close a little bit with a personal note, as
17 the father of a college freshman. This
18 past month, my wife and I have sent more
19 packages through the mail than at any time
20 in the past few years, including Christmas.
21 We have mailed out shoeracks, pillows,
22 textbooks that inadvertently went to our
23 home address, favorite framed pictures, and
24 I expect to be continuing these periodic
25 emergency mailings throughout the coming

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2 months. Until our kids went off to
3 college, we and they never needed to go to
4 a post office to get certain things done.
5 But now we realize the post office serves a
6 critical function in our staying together
7 as a family. You can't send a favorite
8 pillow by e-mail and you can't text candy
9 corn at Halloween for an 18-year-old
10 freshman in a large urban university. Most
11 of the schools that I reference are on
12 large urban universities, where the student
13 may be hundreds of miles away from home.
14 The on-campus postal office is a
15 wonderfully safe service that we should try
16 very hard to preserve.

17 Thank you very much for your time, and
18 if there are any questions, I would be
19 happy to answer them, to the best of my
20 knowledge.

21 CHAIRMAN GOLDWAY: Thank you very much
22 Mr. Doherty. Mr. George?

23 MR. GEORGE: Good afternoon, Madam
24 Chair, and Commissioners. I am Navy
25 Commander Brian George, the commander of

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2 the Joint Military Postal Activity at the
3 USPS Jersey City International Service
4 representing the Military Postal Service
5 Agency and the Department of Defense for
6 today's comments on the USPS Branch and
7 Station Optimization and Consolidation
8 Initiative. Thank you for the opportunity
9 to provide you with the input.

10 We understand the business case to
11 scrutinize operations within USPS during
12 these fiscally challenging times and we
13 have a unique perspective being both a
14 significant customer and consumer of postal
15 services and a partner with USPS in
16 operating Military Postal Service as an
17 extension of the USPS overseas. From this
18 perspective, we have three comments
19 regarding the USPS initiative.

20 First, reports we have received from
21 the field show an active willingness on the
22 part of USPS postmasters to engage with
23 military leaders regarding USPS closures
24 that could impact military installations
25 when requested. The military services

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2 appreciate this ability to participate and
3 provide input in multiple locations. We
4 believe this impacts the process and
5 improves the quality of the decisions being
6 made. We applaud this as a positive
7 imperative for initiative with such wide
8 ranging impact and hope that all future
9 endeavors by USPS include the Department of
10 Defense and specifically the Military
11 Postal Service Agency. Additionally, many
12 DOD installation locations provide a
13 benefit to USPS in that DOD subsidizes
14 infrastructure and operating costs for
15 USPS. These local nuances highlight the
16 need for partnership and input and input
17 from stakeholders.

18 Our second comment not so favorable in
19 that despite the wide-ranging effect and
20 collateral consequences of this initiative,
21 it is a decentralized project managed by
22 USPS District Managers in a stove-piped
23 environment. While holding final approval
24 authority, USPS headquarters admittedly
25 lacks oversight over this process and has

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2 been unable to communicate to MPSA detailed
3 or accurate information regarding the
4 status of specific local actions or an
5 analysis of these proposed actions for
6 strategic impact. MPSA actually provided
7 information to USPS headquarters about
8 specific locations where the military
9 services had already engaged with the local
10 Postmasters. USPS is unaware that some of
11 the initially considered bases were
12 locations gaining more people under the
13 military's Base Realignment and closure
14 process, and closure would not be
15 warranted. We believe that if USPS had
16 coordinated and included MPSA in the
17 discussion and planning of this initiative,
18 we could have saved USPS staffing time and
19 money as well as coordinating some
20 additional locations for consideration
21 where we knew that the military population
22 was decreasing or joint consolidation
23 efforts would support changing USPS
24 operations.

25 Finally, USPS headquarters has

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2 provided no detailed criteria for useful
3 analysis on the basis of closures. This
4 poses questions of subjectivity and lack of
5 strategic oversight over the process at
6 large, including its impact to the nation
7 and military establishment. We have been
8 unable to assist with identifying objective
9 candidates or work towards devising
10 consolidation efforts that could prove
11 beneficial to all parties. We are
12 concerned that Postmasters and District
13 Managers acting independently of their
14 counterparts would negatively impact a
15 greater geographical area than envisaged.
16 USPS headquarters may not identify these
17 gaps since these processes are run in
18 silos. Published objective data for each
19 potential closure inspires positive
20 perception of the process and allows for
21 independent analysis from interested
22 parties.

23 Based upon the above comments, MPSA
24 believes the process for considering
25 closure of USPS branches and stations which

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2 impacts military installations was flawed
3 and is not consistent with obligations to
4 prompt, reliable and efficient services to
5 customers in all areas and all communities.
6 With prior planning and coordination taking
7 into consideration additional factors such
8 as base closure and realignments and
9 internal DOD capabilities to develop joint
10 basing consolidation and solutions, USPS
11 has foregone a potential strategic
12 partnering beneficial to both
13 organizations. Thank you for allowing us
14 to provide comments on this USPS
15 initiative. We strive to provide the best
16 possible postal service to our service
17 members around the globe and at home. This
18 concludes our comments.

19 CHAIRMAN GOLDWAY: Thank you,
20 Commander George. I would be remiss if I
21 didn't point out that both Mr. Doherty and
22 Mr. George's testimony regarding
23 universities and military bases was a
24 particular interest to commissioner Nanci
25 Langley, who unfortunately, because of

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2 sudden illness, is not here today, but she
3 will be glad that you came. We are glad
4 her particular interest in getting you here
5 today, and I send you her personal regards
6 and her regrets not being able to meet you
7 herself personally. And with that, I will
8 ask Clarice Torrence.

9 MR. TORRENCE: Good afternoon, Madame
10 Chairman and members of the Commission.
11 Thank you for convening this hearing and
12 inviting me to testify on behalf of the
13 hardworking postal workers that the New
14 York Metro Area Postal union represents.

15 This union represents the clerk, motor
16 vehicle and maintenance crafts in Manhattan
17 and The Bronx, along with two large
18 facilities in New Jersey. This means that
19 on a list of New York stations and branches
20 under review for possible closures, our
21 local represents postal workers at 14 of
22 them. We have already seen what hardships
23 the existing cutbacks in service have meant
24 to our members. There are clerks from our
25 union that now have to commute 125 miles

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2 each way to work because they have been
3 excessed from New York City to the far
4 reaches of Suffolk County. Yes, they spend
5 between six and seven hours a day commuting
6 to and from work. With the proposed
7 station closings before us, we will most
8 assuredly see more of this or worse.

9 It is very tempting to use this
10 opportunity to describe only how
11 devastating these proposed station and
12 branch closings will be to our members.
13 But we understand that we have our jobs
14 because we are employed to serve the
15 public. We have to look at how those
16 proposed station and branch closings will
17 impact upon the people we serve.

18 The people who are most dependent upon
19 the Postal Service are the elderly, the
20 poor, the disabled and small business
21 owners. They do not have readily available
22 alternatives. For these people, a trip to
23 the Post Office that is located a block or
24 two or three from where they are now
25 located is a difficulty. Closing their

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2 neighborhood post office because there is
3 another one located just a mile away is not
4 only shortsighted, it is cruel. For some,
5 getting to the Post Office will now be an
6 impossibility.

7 I can't tell you how many times I have
8 mentioned this situation to postal managers
9 and I get the same canned response. "Oh,
10 they can go online or there will be an
11 automated postal center where their old
12 station used to be." I know it is
13 incomprehensible for postal managers to
14 understand, but there are people who do not
15 have computer access. There are people who
16 find it very confusing to use an automated
17 postal center without assistance. And even
18 if they could figure it out, they don't
19 have a credit card or a debit card to
20 assess it. Are these people not entitled
21 to Postal Service?

22 In certain areas of this city, there
23 are not bank branches on every corner. In
24 many areas where poor people live, they
25 rely on the neighborhood post office as

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2 their bank. They go to buy money orders to
3 pay their bills. Rather than closing the
4 stations or branch, why doesn't the USPS
5 come up with some kind of plan to expand
6 its service to these communities? If banks
7 won't open branches in poor communities,
8 how about the USPS developing something
9 along the line of a credit union model for
10 these customers. Rather than shutting down
11 the stations and branches, find ways to do
12 more business there.

13 The members of the public who are most
14 dependent upon the Postal Service have
15 already had to put up with fewer collection
16 boxes, shorter hours of operation, the
17 elimination of vending machines and mobile
18 units, and now they are faced with the
19 closing of their neighborhood post office
20 and possible cutbacks in mail delivery from
21 six days to five. To these people the
22 Postal Service is a branch of the
23 government that they know and rely on.
24 They don't need cutbacks and closings.
25 They need better service.

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2 It is time to decide whether the USPS
3 is here to serve all members of the public
4 or here to be a money-making business that
5 views retail operations as a costly expense
6 that it would rather do away with as
7 quickly as possible. If the answer is that
8 the United States Postal Service is here to
9 serve the public, then better answers have
10 to be found rather than closing needed
11 stations and branches.

12 A short time ago, the union got a call
13 from a local television station because of
14 ongoing complaints that they were getting
15 from people who were using the Fordham
16 station here in The Bronx. Shorter hours,
17 longer lines, the service at the station
18 had fallen drastically. The union's
19 Director of Industrial Relations, Frankie
20 Sanchez, went to the station. He was
21 interviewed in front of Fordham Station by
22 the reporter and explained that the post
23 office had reduced the number of employees
24 assigned to the station, resulting in
25 longer lines and poorer service. He was

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2 factual. The Bronx postal management was
3 upset with the report and angry with
4 Mr. Sanchez for making them look bad. The
5 reason I relate this story at this time is
6 the proposed closings in The Bronx Fordham
7 Station will have more people going there,
8 longer lines and continued poor service.
9 The intent is not to make the postal
10 management look bad, it is to provide what
11 is necessary for the public we are mandated
12 to serve.

13 The Postal Service has faced a severe
14 drop in mail volume because of the drastic
15 economic downturn in business. But its
16 financial crisis is more a result of
17 mandates and restraints imposed upon it by
18 Congress with the passage of the Postal
19 Accountability and Enhancement Act of 2006,
20 which this union opposed. It is time to
21 correct shortcomings of that legislation
22 without placing the entire burden on a
23 people who most depend upon the Postal
24 Service.

25 This is the time for everyone to come

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2 together to find solutions to the problems
3 that the Postal Service is facing, but
4 without losing sight of the mission that it
5 has been entrusted with, to serve the needs
6 of the American people. Postal closings
7 are not the solution. They are a part of
8 the problem.

9 I am happy to answer any questions
10 that you may have, and thank you very much
11 for listening.

12 CHAIRMAN GOLDWAY: Thank you,
13 Mr. Torrence. Mr. Vincenzi?

14 MR. VINCENZI: Good afternoon,
15 Chairman Goldway, and distinguished members
16 of the Commission. My name is John
17 Vincenzi, and I serve as the President of
18 Branch 459 of the National Association of
19 Postal Supervisors. Branch 459 is
20 comprised of 125 managers and supervisors
21 employed by the USPS at facilities located
22 throughout The Bronx. As you know, the
23 National Association of Postal Supervisors
24 is recognized by the Postal Service as the
25 representative of over 35,000 current and

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2 retired management employees of the Postal
3 Service.

4 Thank you for holding this public
5 hearing to examine from a field-level
6 perspective the service implications of the
7 Postal Service's initiative to close and
8 consolidate certain branches and stations
9 in its national retail network. Over the
10 years, the Postal Service has made minor
11 adjustments in the location of its retail
12 operations to improve the efficiency of the
13 mail system and its service to the American
14 public. The scale of these changes has
15 been relatively small in comparison to the
16 breadth of the actions being considered
17 today by the Postal Service. As you know,
18 the Postal Service faces severe financial
19 challenges as a result of the recession and
20 ongoing changes in technology and
21 communication. The Service is expected to
22 lose more than \$7 billion in the current
23 fiscal year.

24 Consequently, the Postal Service is
25 seeking deeper cost savings in a number of

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2 different areas. This includes the closure
3 and consolidation of post offices
4 associated with its retail network,
5 prompting the comprehensive review of 3,100
6 post office branches and stations across
7 the country. That review has whittled down
8 the list of possible closures to several
9 hundred stations and branches. Of those, a
10 dozen or so are located in the New York
11 district, and of these, seven retail units
12 located here in The Bronx.

13 The facilities in The Bronx are
14 typical of those on the review list in that
15 they are located in urban centers or
16 highly-developed suburban communities. The
17 facilities in The Bronx that are under
18 review are exclusively retail stations
19 where customers come to buy stamps, mail
20 packages and conduct other postal related
21 business. Retail units are a business
22 anchor to the communities they serve.
23 Businesses that share the block or the
24 general location with the Postal Service
25 benefit from the Postal Service's retail

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2 presence in the community. The employees
3 of the Postal Service also do much to
4 support neighboring businesses, whether it
5 is a retail store or a food establishment
6 where our employees purchase goods and
7 services.

8 The fundamental aim of my
9 organization, the National Association of
10 Postal Supervisors, as a management
11 association of employees of the Postal
12 Service, is to support the effective and
13 efficient operation of the Postal Service.
14 As such, we are conscious of the tremendous
15 financial pressures the Postal Service
16 faces. We are sensitive to the heightened
17 need for the Postal Service to reduce its
18 costs while assuring universal service.
19 This is not an easy task. It requires a
20 balancing of commercial and public service
21 factors. This means that the Postal
22 Service must be guided not merely by how
23 postal operations were conducted yesterday,
24 but how they need to be conducted in
25 financially responsible and public minded

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2 ways today and tomorrow. Where the
3 consolidation of postal facilities makes
4 commercial sense, where service to the
5 public will not be adversely affected,
6 where major mailers will not be
7 inconvenienced, and where negotiated
8 agreements and statutory requirements have
9 been satisfied, the Postal Service should
10 be permitted to proceed in undertaking
11 consolidations of its commercial retail
12 network.

13 During my 37-year career in the Postal
14 Service, I have worked at or managed every
15 one of the branches considered for closure
16 here in The Bronx. It breaks my heart to
17 think of these facilities on the brink of
18 closure. I am saddened, not only because
19 of the personal memories associated with
20 these post offices, but also because of the
21 excellent service they've provided to their
22 neighborhoods. At the same time, I am
23 acutely aware of the continued costs to the
24 Postal Service of operating these retail
25 facilities, due especially to the rental

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2 costs associated with the space they
3 occupy. All seven of the stations or
4 branches in The Bronx under consideration
5 occupy leased space. Declining revenues
6 from these facilities require the Postal
7 Service to be increasingly sensitive to the
8 financial costs of their operation,
9 especially in light of the
10 Congressionally-imposed obligation of the
11 Postal Service to be financially
12 self-reliant, without the assistance of
13 taxpayer revenues or federal funding.

14 Although the seven units under
15 consideration for closure in The Bronx are
16 exclusively sales units, or finance
17 stations, there are facilities in other
18 districts and areas that house both sales
19 and carrier operations. To close these,
20 the Postal Service must assure that it has
21 a sufficient amount of unused space
22 elsewhere to relocate the letter carrier
23 operations. In a facility that serves both
24 the delivery and retail operations, the
25 relocation of carrier operations to another

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2 facility will mean that the portion of the
3 closed building previously devoted to
4 carrier floor space will become vacant and
5 only the curbside portion of the building
6 devoted to retail operations will continue
7 to be used.

8 Most of the public is not aware that
9 the Postal Service leases a major portion
10 of the space its facilities occupy, so the
11 costs of leasing present a tremendous
12 burden on the Postal Service. Considering
13 the high percentage of leased facilities
14 operated by the Postal Service and the
15 underlying and substantial long-term
16 financial obligations they represent, it
17 may be difficult for the Postal Service to
18 achieve significant savings through the
19 consolidation or closing of its leased
20 properties. In those cases where the
21 Postal Service owns the property, the
22 closure of retail or delivery operations
23 may be problematic if the sale of the
24 property is attempted, given today's
25 depressed commercial real estate values.

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2 The empty space may not lend itself to
3 subleasing. The closing of a local post
4 office also may result in an additional
5 vacant storefront in an already depressed
6 local economy.

7 At the same time, the Postal Service
8 must remain sensitive to the universal
9 service implications and the impact that
10 closures may represent as a denial of
11 service to some of its customers. In urban
12 areas like The Bronx, many residents, both
13 young and old, do not own cars and rely on
14 local services within walking distance to
15 meet their basic needs. The poor and the
16 elderly, who are less likely to use the
17 Internet, rely more heavily on their local
18 postal retail unit and face the loss of
19 convenience and connection to their local
20 post office. The same is true for those
21 who may be younger or have greater income
22 but do not have a car. They walk to their
23 station or branch to conduct their
24 postal-related business. When packages
25 cannot be delivered by the letter carrier

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2 and they need to go to the local post
3 office to pick them up, customers will have
4 further distances to travel to retrieve
5 their packages if closures occur. In many
6 cases, the proximity of the next closest
7 facility may present a greater distance to
8 travel, one that may not necessarily be
9 within walking distance. I encourage you
10 to take these considerations into account
11 in determining how substantial a change
12 will come about through these changes in
13 The Bronx and elsewhere.

14 In conclusion, the Postal Service's
15 pursuit of actions to maintain its
16 financial viability is not an easy task.
17 Cost reduction and service improvement
18 efforts generally need to be permitted and
19 encouraged to continue. I urge the Postal
20 Regulatory Commission to assure that real
21 significant savings are achieved in the
22 station and branch optimization initiative,
23 and that universal service is preserved.

24 While the seven facilities under
25 consideration here in The Bronx exclusively

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2 involve retail units, the possible closure
3 and consolidation of retail and carrier
4 operations at other facilities may involve
5 additional considerations. By assuring
6 that the Postal Service's process for
7 making closure decisions considers the
8 proper set of factors and ensures that
9 adequate service levels are maintained, the
10 Postal Regulatory Commission will perform a
11 valuable role in preserving the strength
12 and vitality of our nation's mail system.

13 This concludes my testimony. I will
14 be happy to respond to any questions you
15 may have. Thank you.

16 CHAIRMAN GOLDWAY: MR. Cirelli, would
17 you like to begin?

18 MR. CIRELLI: Good afternoon, Chairman
19 Goldway and the other distinguished members
20 of the Postal Regulatory Commission. My
21 name is Larry Cirelli, and I have been a
22 letter carrier for over 22 years. I have
23 also served as the national business agent
24 for the National Association of Letter
25 Carriers, representing our members in

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2 Connecticut, New Jersey, New York and the
3 territories of Puerto Rico and the Virgin
4 Islands since 2006. I want to thank you
5 for holding this very important hearing
6 today on the future of the United States
7 Postal Service and the potential downsizing
8 of its network. I truly believe that
9 downsizing the Postal Service's network
10 would be just as detrimental as the current
11 proposal from the Postmaster General to
12 reduce delivery days.

13 I see and speak to letter carriers
14 every day, and I can tell you that the
15 overall sentiment of the general public is
16 not in favor of any of these reductions in
17 service. I have seen the same public
18 polling that you have seen, and I know that
19 the response to cuts in service has been
20 overwhelmingly popular.

21 However, the public has not been
22 offered alternatives - they have simply
23 been given an ultimatum, can they live with
24 facility closures and reduced delivery days
25 if it will save the Postal Service? Well,

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2 when asked the question in that format, who
3 wouldn't say yes? Had anyone mentioned
4 that communities will be underserved and
5 post offices will be crowded, both for the
6 customers and postal employees, who will be
7 forced to work out of fewer stations.

8 Couple these closures with reduced delivery
9 days and just imagine the impact it will
10 have on small business, prescription drug
11 delivery, financial transactions and more.
12 The result on communities nationwide will
13 be very damaging.

14 The seven proposed office closings we
15 are here to discuss today would have a
16 devastating affect on our local postal
17 patrons, in particular our senior citizens,
18 many of whom would be forced to travel
19 increased distances to get to a post office
20 and most of whom have to do so without use
21 of a car. They would be forced to endure
22 increased personal costs to travel to other
23 offices, using buses and subways, instead
24 of simply walking. Paying bills and
25 sending letters to family and friends would

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2 become a hardship. Remember, the Postal
3 Service in a previous and controversial
4 cost-cutting measure has already removed a
5 large number of blue collection boxes
6 across the area and the country. We are
7 leaving our customers behind by limiting
8 our presence in communities and now we are
9 here talking about shutting our doors -
10 this is outrageous. The word "service"
11 should not become a distant memory, but
12 rather the one most important factor of the
13 USPS that we continue to provide and expand
14 with the use of our unique network. We
15 should be providing easier and greater
16 service to our patrons, not making it
17 harder.

18 Over the long run, rather than
19 downsizing the Postal Service, we should be
20 looking at how we can better use this
21 unique network to expand business
22 opportunities in new ways. We should
23 experiment with utilizing our "last mile"
24 advantage in areas beyond traditional mail,
25 whether that means conducting the census or

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2 national polling, delivering medication or
3 helping law enforcement in any number of
4 ways. There are endless opportunities for
5 the Postal Service, but it will never be
6 able to take advantage of them if we begin
7 closing our doors and limiting our services
8 to our customers as a knee-jerk reaction to
9 a temporary and fixable problem.

10 The Postal Reform Legislation of 2006
11 was designed to help the Postal Service
12 deal with the public's increased Internet
13 use by giving it more flexibility to
14 compete in competitive services that
15 continue to grow. As I just mentioned, I
16 believe there are more and more innovative
17 ways of using the mail and the network. We
18 must ensure that the Postal Service does
19 not make structural decisions that will do
20 more harm than good over the long run.
21 Downsizing to meet depression-level demand
22 without considering the long-term impacts
23 on the ability of the Postal Service to
24 meet new demands when the economy recovers
25 would be short-sighted. Short-term savings

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2 that undermine the Postal Service's
3 capacity to offer new services and take
4 advantage of future growth opportunities
5 such as Vote by Mail, e-commerce deliveries
6 and other potential uses of our
7 incomparable delivery network would be
8 self-defeating.

9 Thank you for this opportunity to
10 speak to you today. I would be happy to
11 answer any questions, particularly on the
12 six-day delivery and the collection boxes.
13 Thank you.

14 CHAIRMAN GOLDWAY: Thank you,
15 Mr. Cirelli, this is all very interesting.
16 I guess I would like to begin by focusing a
17 bit on this issue to what extent the
18 stations and branches of post offices as we
19 think of them are leased and what the
20 conditions are under which they are leased.

21 I will begin with you Mr. Doherty.
22 Does the Postal Service generally lease the
23 facilities from the universities when it
24 operates the post offices in those
25 campuses?

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2 MR. DOHERTY: I am actually going to
3 work up materials that I received from the
4 Commission, and I think -- either five or
5 all six of those schools lease the space to
6 the Postal Service.

7 CHAIRMAN GOLDWAY: And you indicated
8 in your testimony that perhaps there might
9 be some adjustment recognizing the need for
10 this service that the universities might be
11 able to adjust their lease. Are you aware
12 of whether perhaps there has been a big
13 increase in rents because universities also
14 have financial problems?

15 MR. DOHERTY: I am not aware of that.
16 My comments were more directed toward being
17 flexible in the hours of service
18 potentially and allowing the Postal Service
19 to, I guess, adjust their operating costs,
20 their nonlease operating costs during the
21 summer months.

22 CHAIRMAN GOLDWAY: And, Mr. George,
23 you said that the Department of Defense
24 subsidizes some of the infrastructure cost
25 of --

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2 MR. GEORGE: Yes, ma'am.

3 CHAIRMAN GOLDWAY: Could you tell me a
4 bit more about that?

5 MR. GEORGE: I am not real familiar
6 with it. I represent the headquarters down
7 in Alexandria, but we partner with the USPS
8 as an extension of the USPS, and we do have
9 them on base in some circumstances, and we
10 work out a partner-sharing, but the
11 facilities that they utilize on board the
12 bases are typically advantageous to USPS.

13 CHAIRMAN GOLDWAY: Could you get us a
14 bit more information about that?

15 MR. GEORGE: Absolutely.

16 CHAIRMAN GOLDWAY: Thank you. I would
17 appreciate it. And I think it is also
18 Mr. Vincenzi who also mentioned the issue
19 of leases, and you pointed out that all
20 seven of these here in The Bronx are leased
21 facilities, but it wasn't clear to me in
22 your testimony whether you thought the
23 Postal Service could walk away from those
24 leases or whether, as we heard from some
25 other people, that even if they closed the

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2 offices, they still would have financial
3 obligations?

4 MR. VINCENZI: I believe they would.
5 I don't think they would just walk away
6 from the leases. Some of them are
7 long-term leases. That has to be taken into
8 consideration. I don't know which one of
9 the leases expire. But all the retail
10 units, what we call finance stations in The
11 Bronx, they are all leased, as far as I
12 know. Mostly carrier operations in The
13 Bronx, we own all these buildings -- not
14 all of them, but the financial station, I
15 believe, is specifically all leased, and a
16 lot of them engage in long-term leases, and
17 we would still be responsible for the
18 leases. Even if they pulled out, they
19 would have to be looked at on an individual
20 basis, each station.

21 CHAIRMAN GOLDWAY: Does anyone else
22 want to comment?

23 MR. CIRELLI: The dangerous thing is
24 that you are making short-term decisions
25 instead of long-term. They ought to

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2 consider selling off the properties that we
3 own that they deem as underperforming, and
4 these are locations, even the leases that
5 we have been in for dozens and dozens of
6 years, if not longer, and once you give up
7 that spot, it is gone forever, and even
8 when the economy comes back, and it will,
9 we will need to expand, these ideal
10 locations will be gone. And I think that's
11 thinking short-term and not long-term.
12 This is not going to last forever.

13 CHAIRMAN GOLDWAY: Thank you.

14 MR. TORRENCE: During the time that we
15 were having meetings with management
16 regarding closing those stations in
17 Manhattan, we checked with the owners of
18 the property ourselves, and several of them
19 told us that they were not asking for an
20 increase. They couldn't get any more rent
21 than they were getting from the Postal
22 Service, and we also found that most of
23 those post offices were generating enough
24 revenue to pay the lease and to keep them
25 open.

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2 CHAIRMAN GOLDWAY: Do you have
3 information on that that you could share
4 with us?

5 MR. TORRENCE: Yes, I do, and we will.

6 CHAIRMAN GOLDWAY: We would appreciate
7 that so we get some idea of how you, at
8 least, were making those evaluations. I
9 will cede the questions to other
10 commissioners then.

11 COMMISSIONER BLAIR: Mr. Cirelli, it
12 is interesting because the way I see the
13 Postal Service moving is they are trying to
14 reduce their footprint. You seem to think
15 that's a really bad idea. Can you explain
16 why?

17 MR. CIRELLI: Again, it is rather
18 short-term thinking. We are in what we
19 call the great recession, but we are going
20 to come out of it. There already seems to
21 be signs that the mail is picking up, but
22 we have already gone into ideas of how to
23 expand our services and business where you
24 could see our commercials for priority
25 mail. It is a totally different concept,

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2 one size, same price. You don't have to
3 worry about other things. We were talking
4 about going back into the 1920s, the Postal
5 Service provided banking services that they
6 phased out for one reason or another. We
7 could go back to that. We can go back to
8 providing Internet service at our local
9 offices, like here that don't have local
10 Internet service. You can go down to your
11 local post office and order some item
12 online, which we would deliver. It is very
13 short-sighted. We should be expanding the
14 business, not cutting back on locations
15 that we'll never get back.

16 COMMISSIONER BLAIR: I appreciate
17 that perspective. We hear a lot from
18 another perspective. The Postal Services
19 trend lines look good, so it is good to
20 hear your optimism on this front.

21 MR. CIRELLI: Just on the short-term,
22 could I add one thing, on the collection
23 boxes? There are needs occasionally to
24 remove a collection box undoubtedly, but
25 the idea that if it didn't meet X number of

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2 pieces in the box, I think the cutoff is
3 like 100 pieces, 50, something like that,
4 if the use of a collection box goes down,
5 you don't take the box out. That means you
6 are taking the service away from the people
7 that are still using it. You are pushing
8 patients away. You should make it easier
9 for more people to use the box, not take
10 the box out so nobody can use the box.
11 Again, you are looking at the cost-cutting
12 measure of saving a buck instead of
13 providing services.

14 COMMISSIONER BLAIR: One of the
15 areas, the blue box issue, that we would
16 explore, postal executives, is that blue
17 box needs to be a hot pick item for a lot
18 of retailers, and could they work out an
19 agreement with a retailer for the placement
20 of that box so I think there are some
21 business opportunities in this.

22 MR. CIRELLI: We could rent ads on the
23 side of that box.

24 COMMISSIONER BLAIR: You just don't
25 want UPS or FedEx on the side of that box.

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2 MR. CIRELLI: You've got to remember
3 the Postal Service is designed for
4 universal service for every person in the
5 United States, and we are getting away from
6 that, and the biggest example that I am
7 worried about is they make decisions in the
8 wrong way. The senior citizens complex --
9 there should never be a reason to take a
10 collection box out of the senior citizen
11 complex. We are not going to make a profit
12 on them; we are providing a service to
13 those patients. The senior citizens can't
14 get around as well as the rest of us and a
15 box should never be taken away from that
16 area.

17 COMMISSIONER BLAIR: I appreciate
18 that.

19 Mr. George, I just have a quick
20 question for you. You mentioned the stove
21 pipe environment in which decisions are
22 made. It seems to me that you are saying
23 the left hand doesn't talk to the right
24 hand or that district managers or local
25 postmasters are making these decisions

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2 within a vacuum. I don't want to put words
3 in your mouth, but that's what I
4 interpreted you as saying.

5 MR. GEORGE: The impressions that we
6 receive is that the decisions are being
7 made not from a strategic level. My main
8 office works with USPS headquarters, which
9 is a few train stops away, and they try to
10 work and provide USPS good, salient
11 information so they could make solid
12 decisions based on empirical data. It
13 doesn't appear to be a request by USPS to
14 ask for that sort of information, and we
15 try to push it to them, but unless we know
16 what they are looking at and what kind of
17 metrics that they are using to make these
18 decisions based on, we don't know what
19 information to provide. We have a vast
20 amount of information we could provide.

21 COMMISSIONER BLAIR: I appreciate
22 what you are bringing before the Commission
23 today because this is a very important
24 point, so thank you.

25 CHAIRMAN GOLDWAY: If I could just

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2 kind of combine your comments with
3 Mr. Cirelli's. It has been my experience
4 in inquiring about collection boxes that
5 when I inquired about a particular
6 complaint at a senior citizen project, I
7 was told, oh, that was an error and we are
8 putting it back, but then when I met with
9 postal management from headquarters, they
10 admitted to me that the standard procedures
11 for when and how to remove collection boxes
12 haven't been updated for 30 years, and,
13 yes, they think they need to do more for
14 senior citizens, but at the moment, things
15 are being done on a local and regional
16 level without any real guidance to those
17 decisions.

18 I am very concerned about hearing this
19 morning about the removal of the collection
20 box from the Rose Hill housing project and
21 what appears to be a pattern, what I was
22 told appears to be a policy from the Postal
23 Service, so the experience I am having is
24 similar to the experience that Mr. George
25 is having with regard to having local

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2 decisions rather than national decisions
3 and decisions that are inconsistent.

4 COMMISSIONER ACTON: The expert, let
5 me just ask a question, and I am going to
6 reference my Blackberry -- when you send
7 packages to an APO or FPO for delivering
8 military stations from a foreign country at
9 induction, are you required to visit a post
10 office to submit special declarations?

11 MR. GEORGE: Customs forms are
12 required and has to be turned over.

13 COMMISSIONER HAMMOND: Commander
14 George, I want to ask one other question.
15 I appreciate the straightforward testimony
16 that you provided on how you worked with
17 the Postal Service, and you have given
18 credit on a lot of things, but could you
19 say that if the station optimization and
20 consolidation initiative goes forward, does
21 occur, are active duty personnel and their
22 families going to receive worse mail
23 service?

24 MR. GEORGE: I think the potential is
25 very real that there would be a faulty

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2 distribution of mail service at the bases.

3 Based on BRAC and consolidation of bases,

4 movement of forces, we -- it is a very

5 dynamic environment with troops moving in

6 and out of the country. We are also

7 right-sizing and reconsolidating where our

8 forces are at. We can move forward and we

9 do have projections on what the populations

10 are going to be in certain areas, certain

11 bases, and we would be willing -- we would

12 enjoy sharing that information with the

13 USPS.

14 COMMISSIONER HAMMOND: Thank you. I

15 know we are running late.

16 CHAIRMAN GOLDWAY: I have another

17 question for Mr. Doherty. I think what I

18 heard you say was that there is the

19 population of 40,000, but then there is a

20 community that I am familiar with, Truro,

21 Massachusetts, which has a post office. It

22 is not a station or branch, and only a few

23 thousand people, and they get more service

24 than potentially the students or the

25 faculty at Harvard would get if you were to

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2 close the post office there. Was that the
3 notion that there should be equitable
4 service at least?

5 MR. DOHERTY: Yes, I think that's
6 what I was trying to get at, is that
7 particularly for that, in the case of
8 Harvard and BU, their campus communities,
9 we are on a campus now, you do have a real
10 sense of a very distinct community feel
11 here and that the campus communities of
12 those two large research universities total
13 over 40,000, and that would have them
14 larger than 90 percent of the cities and
15 towns of all of Massachusetts, so Truro is
16 sort of way down on the list. We have 351
17 Truros probably, and so I think -- and I
18 think there is a uniqueness to the
19 population. You know, you have a very
20 young population that may not be familiar
21 with -- they're educated in one way, but
22 they are still 18-year-olds, 19-year-olds
23 in another, and I think that having a staff
24 that is very used to servicing that
25 population is important, so I think the

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2 local on-campus facility does that.

3 And then I think in the case of both
4 Harvard and BU, they rank in the top ten of
5 international students. MIT is probably in
6 the top 25 of international students, so
7 there is certainly a unique service that
8 needs to be extended to that population as
9 well.

10 CHAIRMAN GOLDWAY: The international
11 one is a good point. Are you aware of
12 other universities in other parts of the
13 country that might have been similarly
14 affected? It seemed to be a real cluster
15 in Massachusetts. Do you have contact with
16 a national association that could give you
17 some sense of how other universities are
18 impacted?

19 MR. DOHERTY: I am actually en route
20 to Philadelphia to a meeting with a
21 national association that I work with too,
22 and I will run that up there.

23 CHAIRMAN GOLDWAY: If you have
24 information about that, we would appreciate
25 it. Again, we want to know if this is

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2 idiosyncratic to your region and something
3 that the district decided or whether there
4 is some pattern nationwide.

5 MR. DOHERTY: I don't know what was
6 behind it. It did stick out in terms of
7 the northeast. I think six of the eight
8 facilities in Massachusetts were campus
9 facilities, and as I said, they are campus
10 facilities on very large campuses.

11 CHAIRMAN GOLDWAY: I guess I have one
12 more question for Ms. Torrence, and that
13 is, I guess other people raised a concern
14 if you close one facility, then you are
15 going to have greater demand on another
16 facility. How do you manage that?

17 MR. TORRENCE: Well, you know, it will
18 only make service at that one facility
19 worse than it already was, and through a
20 process the Postal Service management has
21 used for the last couple of years called
22 Function 4, they pulled window clerks out
23 of all of these stations, so service is
24 very limited, so there is not a post office
25 in New York where you wouldn't walk in a

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2 post office and find a line wrapped around
3 a lobby, so if you close any of those post
4 offices, you are putting a considerable
5 burden on the rest of them, and actually
6 these workers are paid \$50 million across
7 the nation nationally. The post office is
8 paid to put these workers in what they call
9 a blue book. They pay them for eight
10 hours, but they don't do any physical work
11 anywhere where they know they could put
12 these clerks back in the stations to
13 service the customer, but they won't do it
14 because they want to prove that they don't
15 need them.

16 CHAIRMAN GOLDWAY: The Postal Service
17 has a measurement called Wait in Line Time.
18 That's the only indication we seem to have
19 about the time it takes for customers to be
20 served.

21 Do you have any other measurement that
22 you use?

23 MR. TORRENCE: An eyeball look.

24 CHAIRMAN GOLDWAY: Any other questions
25 from the Commission? One other comment, by

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2 all means.

3 MR. CIRELLI: It is concerning the
4 six-day delivery, and I just got to get
5 this out so everybody is on the same page.

6 The six-day delivery, reducing it to
7 five days is again not being thought out.
8 We have a lot of patients who still receive
9 checks by mail, and I am particularly
10 worried about the prescriptions, the
11 medicines being sent by mail. If you close
12 on Saturdays and you have a holiday on a
13 Monday, you are not getting that
14 prescription till Tuesday at the earliest.
15 We are talking three days. If you have a
16 national holiday, 4th of July falling on a
17 Friday, falling on a Tuesday, that's going
18 to stretch it out to four or five days. If
19 the patient doesn't get the mail right or
20 the company that's sending that stuff out
21 right, they don't get it right, you may not
22 get a prescription for a week's time.
23 That's a very dangerous area to go in.

24 As it stands right now, you should
25 only go one day without getting your mail

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2 and that's a Sunday closing, but that has
3 to be thought out in detail and the effects
4 it would cause on a good number of our
5 patients.

6 CHAIRMAN GOLDWAY: Well, let me say
7 this. We are engaged in developing a
8 record to prepare an advisory opinion on
9 the issue of potential closings of post
10 offices or stations and branches. If the
11 Postal Service does, in fact, determine
12 that it wants to reduce service from six to
13 five days, it will be obliged to come to us
14 for an advisory opinion on that, and you
15 can be sure, given our experience here, be
16 at least as active in seeking public
17 comment on that as we have been on this
18 issue.

19 The additional factor with regard to
20 six or five-day delivery is that there is a
21 language in the appropriations bills voted
22 on each year by Congress requiring the
23 Postal Service to maintain six-day
24 delivery, so that's another public forum in
25 which that issue will be debated, and I

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2 appreciate the fact that these two issues
3 do overlap, and we will consider them, but
4 you should know that there will be a
5 separate proceeding on that issue should
6 the Postal Service decide to proceed with
7 it.

8 I want to thank all of you for your
9 participation, everyone for their patience.
10 We will have the time for those people who
11 are here who would like to make a public
12 statement to do so.

13 Before I do that, again, I would want
14 to urge the panelists to submit whatever
15 other information you think might be useful
16 to us to consider as part of your testimony
17 to encourage other members of your
18 organization to submit information if they
19 have it, and again, I want to thank you for
20 your willingness to spend time and your
21 openness with us. There are several
22 elected officials who have recognized this
23 proceeding and who have submitted testimony
24 for the record.

25 Congressman Elliot Engle has given us

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2 testimony, Congressman Jose Serrano has
3 given us testimony, Congressman Gerald
4 Abler has given us testimony and New York
5 Assembly Speaker Mr. Sheldon White has also
6 given us testimony, so we feel we have a
7 very good representation from the New York
8 region, and I appreciate all of those
9 people.

10 Now I will excuse the panel again,
11 thank you, and ask those people who would
12 like to speak if they wouldn't mind lining
13 up behind the podium. So we know how many
14 there are, and again, under three minutes
15 because we do have a train to catch.

16 MR. TOM HANDLEY: My name is Tom
17 Handley, and I am the landlord for the
18 Broadway-Fillmore Station, which is on the
19 list of possible closures. The station is
20 located at 1035 Broadway, Buffalo, New
21 York. This is the poorest section of the
22 City of Buffalo, with the highest
23 percentage of non-drivers. A trip to the
24 next-nearest post office takes two buses,
25 costs \$3.50 and is located in an industrial

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2 part of town that does not offer a single
3 other service. Ordering supplies on-line
4 is not an option for most of these
5 residents. This location is in the heart
6 of a business district which exists to
7 serve the needs of the community. It is
8 next door to the historic Broadway Public
9 Market with 40 vendors. This is where the
10 community shops for food. There are two
11 banks, two drug stores, a laundromat, some
12 clothing stores. It is located on two
13 major bus routes. The post office is an
14 anchor in a community striving to succeed.

15 People from the surrounding areas have
16 been using this post office for over 80
17 years. About eight and a half years ago,
18 the post office selected our site through
19 an RFP process. They were previously
20 housed for more than 70 years in a building
21 showing its age and off the path of the
22 main business area. The choice to relocate
23 in the new building put the post office in
24 the heart of the business district, and
25 they won an award in their early years for

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2 their increase in sales. Since then, the
3 post office has made some changes which
4 reduced services to their customers. I
5 assume the post office's revenue decreased
6 as a result of these changes.

7 Specifically, they cut their staff in
8 half, they have cut hours of operation
9 three times, they are the only branch I
10 know of that closes for lunch, they have
11 the highest rates for PO boxes anywhere in
12 the city or surrounding affluent suburbs.

13 I invested \$435,000 to renovate an
14 existing building because I believed the
15 post office would never abandon this
16 neighborhood. The patrons in this
17 neighborhood have also tried to voice their
18 opinions. In only three days, we collected
19 over 600 signatures on a petition to save
20 our post office. We set up a meeting with
21 post office officials to discuss the
22 decrease in hours and the possible closing
23 of this branch. Then we posted public
24 notices regarding this meeting. When post
25 office officials found out the number of

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2 supporters who would attend and that the
3 local media would be there, they cancelled
4 two hours before the scheduled time because
5 they felt "they were being set up."

6 As the landlord, I have provided a
7 safe, clean and well-maintained facility
8 for eight and a half years. I have never
9 been advised that this branch is on the
10 closings list. I read it in the newspaper.

11 Closing this branch will have an
12 immediate and long-lasting negative effect
13 on this neighborhood. It is located in the
14 heart of a New York State economic
15 development zone. It is my wish and that
16 of the community that your commission does
17 everything possible to ensure the
18 Broadway-Fillmore Station remains open at
19 1035 Broadway and returns normal business
20 hours.

21 CHAIRMAN GOLDWAY: Thank you. That
22 will be included in the record.

23 ARTHUR HERMAN: Good afternoon,
24 Chairwoman and commissioners. I didn't
25 plan to speak today, so forgive me if I am

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2 a little haphazard. I just have some
3 handwritten notes, but I couldn't help to
4 get up after listening to everyone speak.
5 Basically everyone said the same thing, and
6 I think you all realize that closing a
7 United States Post Office or branch is
8 really a serious problem to the
9 neighborhood in which it exists, and that's
10 what we seem to hear from everyone. Each
11 one has its basic reasons, whether because
12 cost, senior citizens or whatever, and they
13 are all right.

14 I think the main problem here is you
15 are treating a United States Postal Service
16 like a business. You are not a Starbucks.
17 If you created too many coffee shops, close
18 20 of them and save the money because
19 people can go to the next coffee shop,
20 which may be around the corner and buy a
21 cup of coffee.

22 The United States government said to
23 the people of the United States, we are
24 going to deliver the mail. No one else can
25 deliver the mail, although today we have

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2 reasonable facsimiles. We have FedEx, and
3 they are all efficient, and they are all
4 making money. The United States Post
5 Office is not making money because the
6 United States Post Office's hands are tied
7 by Congress. Congress said you can't do
8 this, you can't do that. Just deliver the
9 mail.

10 If the government said that Medicare
11 and Social Security had to earn money and
12 have a big surplus, otherwise we are going
13 to take benefits away from you, everyone
14 would complain. They would all be
15 bipartisan in the Senate for that. They
16 would not agree to take rights back from
17 the people of the United States. That's
18 what you are doing.

19 Those post offices were located in
20 certain locations, given a lot of study
21 before the Postal Service decided to put
22 them there. Why take them away because we
23 are in a recession? Maybe some day we'll
24 be back, and they will need those post
25 offices, and then you are going to start

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2 new ones? That doesn't make sense. The
3 thing to do is to, one, if possible,
4 convince Congress that this is not a
5 money-making scheme. They should subsidize
6 the Postal Department. It should become
7 efficient. I don't say have a post office
8 in a location that doesn't do any business
9 at all. Some of them may have to be
10 closed, I can see that in certain areas but
11 become efficient, enable the post office to
12 earn money. They are selling boxes now.

13 CHAIRMAN GOLDWAY: You have three
14 minutes.

15 ARTHUR HERMAN: Take those boxes, pack
16 them for people and mail them. You can't
17 do that. You would be competing with Joe
18 Blow down the block, who does the same
19 thing. But anyway --

20 CHAIRMAN GOLDWAY: Before you leave,
21 thank you for your comments. Just give us
22 your name, please.

23 ARTHUR HERMAN: Arthur Herman.

24 JOE BOMBACE: Good afternoon, thank
25 you for having us here. My name is Joe

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2 Bombace, and I am a member of Community
3 Board 11 in The Bronx. My Senate
4 representative was here, Jeffrey Klein. I
5 am here on behalf of the Van Nest Post
6 Office. Like the Senator said, it
7 represents a large area of seniors. These
8 are people in their golden years. Most of
9 them today went to Atlantic City. They
10 couldn't be here, but the closest post
11 offices are in Parkchester, West Farms,
12 Pelham Parkway and Morris Parkway, it is
13 over a mile away. They wouldn't be able to
14 walk there, even to go there by car.
15 Parking is a commodity in The Bronx, and
16 these people are not computer savvy, and it
17 seems this area of the Morris Park
18 commercial strip, the Van Nest section, is
19 always the first to suffer the blows.

20 We have a bid in progress. It is
21 going to be formed directly across the
22 street of the location of the Van Nest
23 Station, 726 Morris Park Avenue. It is an
24 eleven-step process. We are up to the
25 fourth step, and it seems every time we try

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2 and take one step forward, we end up taking
3 two steps back. This post office, believe
4 it or not, is the shining star of the Van
5 Nest section, and to remove that star, you
6 are putting the lights out on everybody. I
7 strongly advise a reconsideration -- I know
8 that these two gentlemen that were sitting
9 here wouldn't like my comment, but I am all
10 for the five-day delivery, and if worse
11 comes to worse, curtail hours at certain
12 stations.

13 CHAIRMAN GOLDWAY: Thank you for your
14 comment.

15 GEORGE DIAZ: Thank you for allowing
16 me to speak. My name is George Diaz. I am
17 representing New York City Councilman
18 Oliver Appel. The councilman represents
19 parts of the northwest and north central
20 Bronx. The councilman has released a
21 statement which you are going to get
22 mailed, sorry for the lateness. The
23 councilman is at a Council meeting downtown
24 on education. But let me talk about it
25 very briefly.

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2 What you are going to get in the
3 statement, one of the stations on the list
4 is the Botanical Gardens Station. Now,
5 this area has a large number of seniors who
6 have to travel over 15 blocks, even over a
7 mile in some cases, to the nearest station,
8 which is important.

9 Now, this would negatively affect the
10 seniors in this neighborhood, also it
11 negatively affects the staff of the New
12 York Botanical Garden, who use this station
13 every day to drive to work. They would
14 lose valuable time and effectiveness if
15 they have to leave in the middle of the day
16 to drive off to the post office in Fordham
17 or somewhere else. Now, I know that the
18 councilman is adamantly opposed to the
19 closure of the Botanical Station.

20 CHAIRMAN GOLDWAY: Thank you. I will
21 look forward to his written comments.

22 BARBARA STRONCZER: My name is Barbara
23 Stronczer, and I am speaking on behalf of
24 the Bedford Mosholu Community Association.
25 We have collected close to over 700

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2 signatures to protest the proposed closing
3 of the Botanical Garden Postal Station. The
4 closing of this station would create a
5 hardship for the residents of our
6 community. We are opposed to this closing
7 for the following reasons:

8 (1) We have a very large senior
9 citizen population. There are three senior
10 housing complexes just south of the Bedford
11 Park Boulevard: Rose Hill Apartments,
12 Benson Arms, and the almost completed
13 Survey Gardens. These seniors would be
14 required to use mass transit to reach the
15 Fordham Post Office. Many of our residents
16 who live north or east of 195th Street and
17 somewhere in the ten-block area west of
18 Webster Avenue would also be required to
19 use mass transit to reach a postal station;

20 (2) We are not a wealthy community.
21 Most of our residents and especially the
22 senior population are on fixed income and
23 are not computer literate. They depend on
24 the post office for all bill-paying needs.
25 Many residents do not have a checking

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2 account and purchase money orders on a
3 monthly basis at this postal station.

4 In addition to our many seniors, a
5 large immigrant population also uses the
6 Botanical Station to mail packages to their
7 home country.

8 (4) Currently Webster Avenue is
9 undergoing a zoning change. In about a
10 year, zoning will change from a C8, which
11 is mostly automotive, to residential with a
12 commercial overlay. This change will bring
13 more residential buildings to the immediate
14 area and create more stores and commercial
15 establishments. An 800-plus parking garage
16 is also being built by the New York
17 Botanical Garden directly opposite the
18 Botanical Garden Postal Station on Webster
19 Avenue. This will bring a lot more traffic
20 and pedestrians to the area.

21 Lastly, from a financial point of
22 view, you are not saving any money by
23 closing the station. The employees must be
24 relocated, not fired, and the lease on the
25 property runs for another six and a half

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2 years. I believe the owner of the property
3 is also here today. We ask that at a time
4 when our neighborhood is undergoing some
5 very positive changes that you reconsider
6 your proposal to close Botanical Garden
7 Postal Station. Thank you very much for
8 allowing me to speak.

9 DAVID POPKIN: Good afternoon. My
10 name is David Popkin. Two things came up
11 during the testimony that required some
12 comment. One is the Postal Service is
13 making a great production, you can give a
14 lot of mail to your carrier, however, they
15 are not willing to admit that that mail
16 will go out the same day the carrier
17 collects it. I think that's important to
18 insure that it happens.

19 The second is the removal of blue
20 collection boxes. The Commissioner should
21 be aware of why a lot of them are being
22 removed, and that is a Saturday collection
23 is being eliminated, collection times are
24 being moved up. There is one post office
25 in Massachusetts that came up that has a

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2 12:30 a.m. collection, as opposed to other
3 collection boxes, so obviously anybody that
4 puts mail in there any time of what's
5 called the normal business day, during the
6 normal day technically, you will have to
7 wait until tomorrow to go out before I make
8 use of the box. Those are just two of the
9 points. Obviously the other case I will
10 take care of on brief.

11 CHAIRMAN GOLDWAY: Thank you. We will
12 look forward to reading your extensive
13 documents. Thank you for coming today.

14 MR. BERT DISTELBURGER: Thank you for
15 letting me speak. My name is Bert
16 Distelburger. Our company, Georgetown
17 Investments, brokers post offices all
18 across the country. I personally traveled
19 extensively, have been to over a hundred
20 post offices, including stations and
21 branches. I am somewhat perplexed because
22 the last thing I would close are the
23 stations and branches. They were usually
24 put there for good reason in urban areas
25 with high density. It might save the post

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2 office money by closing them, but it is the
3 last thing the citizens who use those
4 stations and branches would ever want.

5 There is millions and millions of people
6 who would be affected who aren't in this
7 room today who would, I am sure, pay 2 or 3
8 cents more per letter or through their
9 taxes want a small portion of their taxes
10 to go and the government subsidized the
11 post office. You are not only affecting
12 people in the poor areas where they are
13 thinking of closing, people who are
14 disabled, people who are old, but I
15 traveled to many post offices, many young
16 people there and business people in these
17 branches, they look busier than the regular
18 post offices, so I don't really understand
19 the criterion, and I don't understand the
20 plan at all.

21 Someone told me that 80 percent of the
22 post office is the labor. So I would look
23 to reducing labor and dealing with the
24 unions rather than inconvenience millions
25 and millions of Americans. The stations

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2 and branches are typically in the high
3 density areas, and I think it is very
4 interesting to note that UPS is expanding
5 all over like crazy, where the Postal
6 Service is looking to retract. UPS charges
7 more, where the Postal Service will send a
8 parcel on one to three days for I think
9 \$4.00. Federal Express and UPS are 11 or
10 \$12, so that is saving the American
11 consumer, American businesses probably
12 billions of dollars, so I think somehow,
13 when the Postal Service looks at all of
14 this and Congress looks at this, and you
15 look at this, all of this needs to be taken
16 into consideration before any criterion to
17 close the stations and branches, which I
18 think is not a good idea.

19 CHAIRMAN GOLDWAY: Thank you for your
20 testimony.

21 BOB CONRAD: Good afternoon. My name
22 is Bob Conrad. I am a motor vehicle
23 operator in The Bronx, which means I drive
24 large trucks from the plant to the
25 stations. I am also a motor vehicle

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2 service representative for New York Metro.

3 I have listened to all of the testimony

4 today and didn't come with a prepared

5 statement. I would like to touch briefly

6 on two subjects.

7 The first being the mobile postal

8 units. We had four at one time in The

9 Bronx that were staffed by clerks from our

10 union. Those were not only removed from

11 the service, but to the best of my

12 knowledge, they were deidentified, stripped

13 and sent out to either resell or auction.

14 I am not privy to that information. But I

15 would seriously like the Commissioner to

16 check into that because they have also

17 served as a substitute station when we have

18 had stations with fires or other

19 significant storm damage, they could be

20 sent to a place like Rose Hill, as Ms

21 Madigan stated earlier, that the bulk of

22 the people in her community are all senior

23 citizens.

24 The second thing I would like to touch

25 on is in a previous study in 2005, and I

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2 don't know if the Commissioner is aware of,
3 but it originally started as a
4 consolidation plan, where the intention was
5 to move The Bronx processing plant to
6 Manhattan as a result of that and the
7 community involvement by several community
8 organizations and the union it was brought
9 to the attention of the elected officials.
10 As a result of that, a letter was generated
11 on a letterhead from a combined input of
12 the United States Senate, the House of
13 Representatives, et cetera. I don't need
14 to read the whole letter. I have a copy I
15 can offer to you.

16 Throughout the theme of that letter,
17 one of the main highlights and the concerns
18 of the result of all the congressional
19 staff briefing staff members in February,
20 2007 in Congressman Serrano's office is the
21 concern that basically the Postal Service
22 was not forthcoming with a lot of
23 information. The Inspector General's
24 Office played down a lot of it. There were
25 misrepresented reductions in costs as a

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2 result of that. I personally see this as
3 nothing more than we are not going to close
4 the plant, now we are going to close
5 several stations.

6 CHAIRMAN GOLDWAY: Thank you for your
7 comments. The Commission is aware of that.
8 We had similar information.

9 ALICE WORRELL: Good afternoon. My
10 name is Alice Worrell. I am a product of
11 downsizing reduction in force Save the
12 Postal Fund. My question is I worked in
13 two districts, I traveled here today from
14 New Jersey because I heard you were going
15 to be here. I don't know if you are going
16 to hold one of these sessions in New Jersey
17 at all, but I wanted to express the Postal
18 Service wanted to save some money. We rent
19 district office space in commercial
20 buildings, and I am sure the rental space
21 for these district personnel is higher than
22 the rent we are talking about with stations
23 and branches. And I heard nobody mention
24 in any correspondence that I have read that
25 we want to close district offices and move

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2 them to the plant locations that we already
3 owned and underutilize that space.

4 Ladies and gentlemen before me said
5 they are looking to rob Peter to pay Paul.
6 You want to close stations and branches,
7 but you want to rent high-end office spaces
8 to be downtown in some suburban area for
9 some reason I don't know. If we own space,
10 we should be working in that space, saving
11 that money and not using it to pay somebody
12 else.

13 My other comment was based on the
14 hearing and the information. How do we
15 know really that you are getting the
16 straight story from the United States
17 Postal Service? Is the information you are
18 receiving transparent enough to make an
19 informed decision?

20 CHAIRMAN GOLDWAY: Well, what I will
21 tell you is that all the information that
22 we get is public information, it is part of
23 our public docket, and it is on our
24 website. We have asked the Postal Service
25 for a lot of information in relationship to

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2 this case. We don't have very much of that
3 yet. We are hoping to get more of it, and
4 if you have an opportunity to look at that
5 information and have additional comments
6 and suggestions based on it, we will be
7 happy to take your written comments at that
8 time.

9 We are having a public hearing in
10 Washington next week, and we will have
11 further written submissions after that and
12 look forward to as much public comment as
13 we can within a written context, which is
14 what will happen in the future.

15 ALICE WORRELL: Just a real quick
16 aside to that. Closing one office in a
17 town I witnessed, they closed the office,
18 built another building, moved the clerks to
19 another building, but both offices stayed
20 open, and you didn't really save a penny.

21 MEGAN SMITH: Hi, good afternoon. My
22 name is Megan Smith, and I am speaking on
23 behalf of Senator Pedro Espada, Jr. I am a
24 communications specialist. I am here today
25 to register strong opposition to the

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2 proposal that would shut down a U.S.

3 Postal Service, the Botanical Station. As

4 a representative of the 33rd Senate

5 District I know the impact that the closing

6 of this facility will have on the

7 community. We live in a technological era

8 that allows us to pay bills, purchase goods

9 and communicate across the globe with the

10 click of a button on a computer keyboard.

11 In case the United States Regulatory

12 Commission hasn't noticed, thousands of us

13 in the neighborhood and in communities

14 across the city, state and country still

15 pay their bills and send birthday and

16 holiday greetings the old-fashioned way via

17 the U.S. Postal Service. If this were not

18 the case the U.S. Postal Service would not

19 spend millions of dollars advertising and

20 promoting their vastly expanded services

21 that rival those in private shipping

22 companies like Federal Express and UPS.

23 The Postal Regulatory Commission proposal

24 to shut down the Botanical station is ill

25 advised and misguided. It should not be

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2 based on numbers but on the void that it
3 will create in our neighborhood and
4 thousands of lives it will impact. Allow
5 me to put a face on the people who depend
6 on this important community institution and
7 the service it provides.

8 The community is densely populated by
9 immigrants who do not have checking
10 accounts at banks and thus depend on the
11 Botanical station to purchase money orders.
12 They also depend on this facility to send
13 parcels to relatives in their native lands.
14 Our immigrant population is clearly one of
15 the postal services biggest customers.

16 The community is also densely
17 populated by senior citizens who purchase
18 their stamps at the Botanical Station and
19 use the facility to send parcels and
20 greetings to their children who live in
21 other parts of New York and out of state.
22 In fact, two senior facilities are located
23 within with a few blocks, a short stroll of
24 the Botanical station. The nearest U.S.
25 Postal facility is the Fordham Station on

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2 East 188th Street, which means our senior
3 citizens will have to either get on the bus
4 or walk for 20 blocks just to buy stamps.

5 This is an inconvenience and an imposition
6 that must not be burdening a segment of the
7 population, one of the biggest customers of
8 the U.S. Postal Service. Our community has
9 one of the biggest concentrations of retail
10 and service businesses that rely heavily on
11 the services of the Botanical Station. In
12 this economy, the U.S. Postal Service had
13 become a more economically efficient
14 vehicle for these businesses to ship and
15 receive parcels. Shutting down the
16 Botanical station would clearly be an
17 inconvenience to the residents of this
18 community. Equally significant, it would
19 mean less revenue for the U.S. Postal
20 Service because resident and retailers will
21 not travel out of the neighborhood to
22 another facility and will simply turn to
23 other shipping services. The fact that the
24 Bedford Mosholu Community Association has
25 collected hundreds of signatures on a

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2 petition from local residents and business
3 owners in opposition to the closing of the
4 Botanical station is proof enough that this
5 facility and its services are vital to our
6 neighborhood. The U.S. Postal Service must
7 listen and respond to the collective plea
8 of this community. Do not shut down the
9 Botanical station. Thank you.

10 CHAIRMAN GOLDWAY: Thank you. That is
11 in writing, so that will be easy to include
12 in our record.

13 MEGAN SMITH: Yes.

14 ANDREW RIVICCIO: My name is Andrew
15 Riviccio. I don't have prepared testimony.
16 I am going to make some comments based on
17 my hours of observation. The only thing
18 that I can tell you about myself and my
19 comments is I am a 35-year-old resident of
20 Bedford Park. I came here, I live in
21 Bedford Park and I own a business in
22 Bedford Park, and the comments that I heard
23 were actually very disturbing. I guess
24 like a lot of people today, we learned a
25 lot of things.

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2 Madam Chairman, you said that this
3 body is not here to make individual
4 decisions, that it is here to, I guess,
5 make an overall decision, and then you have
6 the individual situations in between. So
7 instead of making testimony, I want to make
8 some suggestions and needs that I think
9 were missing in your data to help you make
10 a comprehensive decision. Some of them you
11 heard generally. I am going to be a little
12 bit more specific.

13 First is alternative distances. As
14 you heard, in the Bedford Park area, you
15 are looking at at least a half hour ride,
16 whether it be bus or train. That means I
17 have to go there and come back,
18 notwithstanding the money they have to
19 spend at the branch office themselves. To
20 the average person, whether that is a
21 senior citizen or not, that's going to come
22 out to about an average of 4 percent of
23 their income on a monthly basis. As you
24 heard from prior testimony, Bedford Park is
25 one area in The Bronx that is not high on

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2 income.

3 The second thing I want to bring to
4 your attention is population data. We
5 discussed here and it is very easy as a
6 Community Board, member of Community Board
7 7, I can grab population data in five
8 seconds and look at a general census, but
9 again, if I could make a suggestion, if you
10 looked at population tracts that are
11 specifically within a half a mile of where
12 these designated areas are, I guarantee to
13 you that you will see that 25 percent of
14 that population are senior citizens, and I
15 really think that has to be looked at
16 specifically, as opposed to just overall
17 just census tracts.

18 The third thing I want to bring to
19 your attention, I also heard here today is
20 I was amazed to hear that bodegas can
21 actually make arrangements with -- I mean
22 did I hear that correctly? Because let me
23 share with you the Botanical Gardens, the
24 three bodegas in that area, one of which is
25 located right across the street from the

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2 post office, charges a wonderful dollar for
3 a 42 cent stamp. The next bodega which is
4 on 204th and Bainbridge, which happens to
5 be four blocks away but four blocks closest
6 to the next post office charges 75 cents,
7 and then on 206th and Bainbridge, which is
8 the third closest bodega, they charge 92
9 cents and all three outlets have said they
10 don't know anything about any arrangement
11 with the post office as one of the prior
12 people said.

13 They go and buy from the post office
14 and they go and charge us double, so what I
15 think really needs to be done now, if I can
16 make some particular suggestions, is just
17 taken off of that is I think if you know
18 you are going to close this area, and I
19 really hope you don't, I think you need to
20 reach out to those bodegas and encourage
21 them -- I mean why not, encourage them to
22 join the program to make it easier for the
23 community on the whole.

24 I will even go as far as saying maybe
25 the post office should consider making some

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2 type of traveling discount program for the
3 people in that area, again, to make it
4 easier for the community. That is what
5 this is all about. You know, another
6 thing, and I say this now as an economist,
7 my business is financial services, so I
8 find it amazing to hear that we are talking
9 about breaking leases when in this
10 depressed economy, you should be thinking
11 about making longer term leases. I sit
12 down with clients every day and I tell
13 them, and I am sure you would agree right
14 now is the time to get a mortgage or
15 refinance your home, not yesterday and not
16 tomorrow, you should do it today. Why?
17 Because interest rates are down.

18 CHAIRMAN GOLDWAY: Thank you, those
19 are all really good comments.

20 FATHER RICHARD GORMAN: Good
21 afternoon, Chairwoman Goldway,
22 commissioners. Welcome to The Bronx. I
23 guess I am in the -- oh, no. I was in the
24 enviable position of being between you and
25 the door, and I know that's not a very good

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2 spot to be, but I have been rescued by
3 my brother and I am grateful for that. My
4 name is Father Richard Gorman, and I am
5 chairman of Community Board 12 in the
6 Northeast Bronx. I also note that you
7 didn't come here to talk about individual
8 postal services today, but I am afraid I am
9 kind of put in that position because of the
10 way you decided to close facilities here in
11 The Bronx. As I understand, eight
12 facilities are scheduled to be closed. One
13 of them is in my community board, the
14 Eastchester Heights area. It is in ZIP
15 Code 10469. It sort of stands out among
16 the other facilities that are going to be
17 closed in The Bronx because, Chairwoman
18 Goldway, commissioners, because that's the
19 only one that is a real post office. The
20 others we were told about a month ago at
21 our borough board meeting here in The Bronx
22 are so-called financial centers. That's
23 not the case with mine in Community Board
24 12. We are going to lose a real post
25 office with post office boxes, and like the

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2 representative from Senator Spaz's office,
3 that area is also characterized by a large
4 population of senior citizens.

5 Let me tell you a little bit about
6 those senior citizens. They are basically
7 African Americans. They are the heros and
8 the heroines of the civil rights movements
9 of old. They are the ones who marched with
10 Dr. King; they are the ones who went down
11 on the buses in the South; they are the
12 ones who integrated the civil services:
13 federal, state and city. They are the ones
14 who integrated the neighborhood. They are
15 the ones who bought the homes, even though
16 the people weren't always happy to see
17 them, I am sorry to say, and they lived in
18 that area, and they prospered in that area,
19 they put their lives into that area. They
20 sunk their wealth and they sunk their
21 resources into that area, and they survived
22 in that area, even during the times of high
23 crime, particularly crime related to drugs.
24 Many of them have boxes in that post
25 office.

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2 As a matter of fact, there are 300
3 postal boxes in that office that would have
4 to be moved somewhere else. Those seniors
5 had to go and get their mail there because
6 they couldn't rely on the safety of their
7 boxes on their doorsteps or on the street.
8 And those are the people that are going to
9 be affected most by closing that facility
10 in 10469.

11 Now, again, we talked a lot about
12 saving money. No one can argue about the
13 need to save money in difficult times, but
14 you see, again, I have to say that the post
15 office in my Community Board 12 is a little
16 different than those financial centers
17 because you see, according to the
18 Postmaster General of The Bronx, that post
19 office is being closed because -- well, the
20 facility is run down, it has any number of
21 violations, building code violations, fire
22 code violations. Apparently they were
23 unsuccessful in The Bronx in getting the
24 person who owns the property, getting the
25 landlord to fix those violations.

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2 Now, again, that might give an easy
3 out for the folks in The Bronx to offer up
4 a sacrificial lamb, but if we are talking
5 money, then let's keep it at money and not
6 say, oh, by the way, Father Gorman, in your
7 board, you are the exception to the rule. I
8 should tell you, and I don't mean to be
9 disrespectful, but I am very disappointed
10 in the people running The Bronx Post
11 Office, first of all, in not being up front
12 in saying it. Second of all, ignoring
13 letters to the community that that was a
14 problem and not answering us and not taking
15 up our offer to help.

16 And I should tell you that, Chairwoman
17 Goldway, that I gave my card to both the
18 Postmaster General and to our operations
19 chief, and I said, tell me who owns the
20 building and I will work with you in going
21 after them. I understand that
22 Aurelia Greene, our Deputy Borough
23 President, was here earlier today. She has
24 promised to work with me on that. And I
25 offer again to work with the Postmaster

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2 General in The Bronx and the others down in
3 headquarters down in the Grand Concourse to
4 get that gentleman or lady who owns the
5 property to work. According to the law, if
6 an agency associated with the United States
7 Government can't get some landlord to do
8 what he or she has to do, I think we are in
9 a very bad situation, but even if that
10 can't be done, there are other spaces in
11 Community Board 12, and I do believe that
12 those people who helped to make our
13 community the great place that it is, who
14 helped to make this country the better
15 place that it is today, especially in this
16 time in their life when they are senior
17 citizens and they don't have the options as
18 us younger kids, and I think they deserve a
19 little better than this.

20 And I do believe, Madam Chairwoman,
21 that the United Postal Service can do that.
22 So I ask you, please leave my post office
23 right where it is, or if that's not
24 possible, I will be delighted to help you
25 find a new space. Thank you.

1 POSTAL REGULATORY COMMISSION FIELD HEARING

2 CHAIRMAN GOLDWAY: Thank you.

3 JOE MURIANA: I am Joe Muriana from
4 Fordam University. I just want to say that
5 we were pleased to host this meeting. I am
6 not going to try to reiterate any of the
7 very valuable observations and important
8 points that were made by people here today,
9 but I do have one point of information that
10 I wanted to share with the Commission.

11 Over the past several days, I had a
12 number of communications, both in-person
13 and by e-mail with Rich Gyker, (sic) who
14 was the Deputy Director of the Office of
15 City Planning for the Borough of The Bronx.

16 Mr. Gyker, in his communications with
17 me indicated -- let me take a step back.
18 The Department of City Planning is the
19 official city agency in the City of New
20 York responsible for planning, zoning and
21 demographic data about the city, and they
22 also get involved in the approval of
23 development projects.

24 Mr. Gyker informed me that they were
25 never consulted. Nor was any input ever

1 POSTAL REGULATORY COMMISSION FIELD HEARING

2 sought from the Department of City Planning
3 with respect to the provision of any data
4 about the neighborhoods in which these post
5 office stations are proposed to be closed.
6 Nor has any consultation taken place. They
7 discovered it.

8 They have now decided to provide
9 information on their own to the U.S. Postal
10 Service, and I encourage them to send a
11 copy of that correspondence to the
12 Commission so that you will have that in
13 your files, but apparently the post office
14 did not reach out. The planning department
15 has valuable data, and not only about
16 demographics, but also about some of the
17 plans that were referred to by several of
18 the speakers this morning -- this
19 afternoon, I'm sorry, and so Mr. Gyker
20 hopefully will get that information to you.
21 I think he is doing it by correspondence
22 but I wanted it to be in the record so that
23 you have all of it.

24 CHAIRMAN GOLDWAY: I am happy to add
25 once again to the record our appreciation

1 POSTAL REGULATORY COMMISSION FIELD HEARING

2 for your special assistance in holding this
3 hearing and helping us to reach out to the
4 community and in providing a comfortable
5 and beautiful space for us, and I hope you
6 will forward our appreciation on to the
7 rest of the university administration. I
8 look forward to more correspondence with
9 you now that you are engaged in this issue.

10 MR. MURIANA: Thank you very much.

11 CHAIRMAN GOLDWAY: I want to again
12 close the meeting and thank everyone in the
13 audience for their participation and their
14 patience and their civility in this
15 discussion.

16 (Time noted: 4:15 p.m.)
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C E R T I F I C A T E

I, NANCY R. SULLIVAN, a Shorthand Reporter
and Notary Public, do hereby certify:

I reported the proceedings in the
within-entitled matter, and that the within
transcript is a true record of such proceedings.

I further certify that I am not related, by
blood or marriage, to any of the parties in this
matter and that I am in no way interested in the
outcome of this matter.

IN WITNESS WHEREOF, I have hereunto
set my hand this 9th day of October, 2009.

NANCY R. SULLIVAN

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